HARTFORGE

Privacy Policy & Terms of Service

For **HartForge: Realm of the Shattered Reach**, including the web app, account system, game services, and related support channels.

Effective September 30, 2026

Version 1.0

DOCUMENT GUIDE

Two policies, one clear agreement

> These policies apply when you access or use HartForge: Realm of the Shattered Reach (the “Service”). “HartForge,” “we,” “us,” and “our” mean the operator or operators responsible for providing the Service.

The **Privacy Policy** explains what information the Service handles, why it is used, when it may be disclosed, and the choices available to you.

The **Terms of Service** govern access to the Service, accounts, game content, acceptable use, and the limits that apply while the game remains under active development.

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How to contact HartForge

Use the **Report** feature or the **Official Discord** support link displayed in the Service. The current web app is available at https://play.hartforgelabs.com/mobile/.

Agreement hierarchy

If a feature-specific notice conflicts with these policies, the feature-specific notice controls only for that feature. Third-party services, including sign-in providers and community platforms, apply their own terms and privacy policies to their services.

PLAIN-LANGUAGE NOTE

HartForge is an evolving online game. Features, balancing, availability, and data practices may change as development continues. Material policy changes will be posted through the Service with an updated effective date.

Information we handle

This Privacy Policy applies to the Service and related support interactions. It does not apply to third-party websites, sign-in providers, or community platforms that HartForge does not control.

1. Information you provide

- **Account information.** If you register directly, the Service may receive an email address, display name, and authentication credentials. If you use Google sign-in, HartForge may receive your provider account identifier and basic profile information made available through that sign-in flow, such as your name, email address, and profile image.
- **Game information.** The Service stores data needed to run and preserve your experience, including heroes, character attributes, inventory, currency, quests, combat state, progression, settings, and other game activity tied to your account.
- **Support and safety information.** We receive information you submit through reports, feedback, bug reports, or support channels, together with the context needed to investigate the issue.

2. Information collected automatically

- **Technical data.** Servers and network providers may process internet protocol address, browser and device type, operating system, timestamps, request paths, referring page, and diagnostic or security events.
- **Local storage and session data.** The Service may use cookies, browser storage, or similar technologies to keep you signed in, maintain a session, remember settings, support guest play, and protect the Service.

Guest or local sessions may remain only on the device or browser unless you link or create an account. Clearing browser data, changing devices, or using private browsing may remove local progress.

How and why information is used

3. Purposes of processing

HartForge uses information to:

- create and authenticate accounts, link supported sign-in providers, and maintain sessions;
- operate the game, save progress, restore account-bound data, and deliver requested features;
- respond to reports, provide support, troubleshoot errors, and improve reliability;
- detect abuse, fraud, unauthorized access, cheating, and threats to users or the Service;
- enforce the Terms of Service and comply with legal obligations; and
- communicate important service, security, or policy notices.

Where applicable law requires a legal basis, processing may be necessary to perform our agreement with you, pursue legitimate interests in operating and protecting the Service, comply with law, or act with your consent. You may withdraw consent where consent is the applicable basis, without affecting earlier lawful processing.

4. When information may be shared

HartForge does not sell personal information or use it for targeted advertising. Information may be disclosed only as reasonably necessary:

- **To service providers.** Hosting, network, security, authentication, storage, and support providers may process information for HartForge. Current infrastructure includes Google sign-in and Cloudflare network services.
- **For legal and safety reasons.** Information may be disclosed when reasonably believed necessary to comply with law, respond to valid legal process, protect rights or safety, or investigate abuse.
- **During an organizational change.** Information may transfer as part of a merger, financing, acquisition, reorganization, or sale of assets, subject to appropriate safeguards and notice where required.
- **At your direction.** Information may be shared when you request or authorize it, such as when you connect an external account or post to a third-party community.

5. Public and community activity

Information you choose to post in public or community areas may be visible to others. The Official Discord is a third-party service; Discord’s own policies govern information processed there. Avoid posting sensitive information in public channels or bug reports.

Retention, control, and protection

6. Retention and deletion

Account and game data is retained while your account is active and as needed to provide the Service. Security logs, support records, and limited backup copies may be retained for a reasonable period when needed for security, dispute resolution, legal compliance, or recovery from an incident.

The Service provides an **Irreversible Account Purge** option intended to permanently delete your account, characters, inventory, and combat progress from the active database. Deletion cannot be undone. Some limited records may remain where required by law, necessary to prevent abuse, or temporarily present in protected backups until they cycle out.

7. Your choices and rights

- Review and update available account or profile settings in the Service.
- Use the account-purge feature to request deletion of account-bound game data.
- Control cookies or local storage through your browser, understanding that some functions may stop working.
- Disconnect provider access through the relevant provider’s account controls. Disconnecting does not automatically delete your HartForge account.
- Request access, correction, deletion, restriction, objection, or portability where applicable law provides those rights.

To make a privacy request or ask a question, use the Report feature or Official Discord support link shown in the Service. HartForge may need to verify that the request concerns your account before acting.

8. Security

HartForge uses reasonable administrative and technical measures designed to protect information. No online service can guarantee absolute security. Keep credentials confidential, use a secure device, and promptly report suspected unauthorized access.

9. Children

The Service is not directed to children under 13, and HartForge does not knowingly collect personal information from them. If you believe a child under 13 submitted personal information, contact HartForge so it can be reviewed and deleted. Users under the age of legal majority should use the Service only with permission from a parent or guardian.

Additional disclosures

10. International access

The Service may be accessed from locations outside the place where HartForge operates. Information may be processed in the United States or other countries where service providers operate. Those countries may have different data-protection laws. Where required, HartForge will use appropriate safeguards for cross-border transfers.

11. Regional privacy disclosures

Depending on where you live, local law may provide additional privacy rights. HartForge will not discriminate against you for exercising a protected privacy right. If an authorized agent submits a request for you, HartForge may ask for proof of authority and may still need to verify your identity.

If an applicable law requires an appeal process and HartForge denies your request, you may appeal through the same support channel and identify the message as a “privacy appeal.”

12. Third-party links and services

The Service may link to or integrate with Google, Discord, or other third parties. HartForge does not control those services and is not responsible for their privacy practices. Review the third party’s policies before providing information to it.

13. Changes to this policy

HartForge may update this Privacy Policy to reflect changes in the Service, legal requirements, or data practices. The revised policy will show a new effective date. If a change materially affects how personal information is used, HartForge will provide additional notice through the Service when reasonably practical or legally required.

14. Contact

For privacy questions, requests, or complaints, use the Report feature or Official Discord support link displayed at https://play.hartforgelabs.com/mobile/. Include enough information to identify the account and request, but do not send passwords or sensitive authentication information.

Effective date: September 30, 2026. This Privacy Policy remains effective until replaced by a later version posted for the Service.

Acceptance, eligibility, and accounts

1. Acceptance

By accessing or using the Service, creating an account, linking a sign-in provider, or continuing as a guest, you agree to these Terms of Service and the Privacy Policy. If you do not agree, do not use the Service.

2. Eligibility

You must be at least 13 years old to use the Service. If you have not reached the age of legal majority where you live, you represent that a parent or legal guardian has reviewed and agreed to these Terms on your behalf. You may not use the Service if applicable law prohibits you from doing so.

3. Accounts and sign-in

- You must provide accurate account information and keep it reasonably current.
- You are responsible for safeguarding your device, credentials, and account activity. Notify HartForge promptly if you suspect unauthorized access.
- Provider sign-in is governed by the provider’s terms. HartForge may receive basic account information needed to authenticate you.
- Guest or local progress may be lost if browser data is cleared, the device changes, or the Service changes. Link or create an account if you want account-bound persistence.
- You may not sell, transfer, share, or misuse an account in a way that harms the Service or another person.

4. Account deletion

You may use the Irreversible Account Purge feature to delete account-bound game data from the active database. Deletion is permanent and may make characters, inventory, progression, and other records unrecoverable.

License, content, and fair play

5. Limited license

Subject to these Terms, HartForge grants you a personal, limited, revocable, non-exclusive, non-transferable license to access and use the Service for lawful, non-commercial entertainment. No ownership interest in the Service or its content transfers to you.

6. HartForge materials

The Service, including its software, interface, original worldbuilding, text, graphics, systems, names, and other original material, is owned by HartForge or its licensors and is protected by applicable intellectual-property laws. Open or third-party content remains subject to its own license and attribution notices, including notices displayed in the Service for 5e System Reference Document materials.

7. Your content and feedback

You retain any rights you hold in names, messages, reports, or other content you submit. You grant HartForge a worldwide, non-exclusive, royalty-free license to host, store, reproduce, modify, and display that content only as reasonably necessary to operate, secure, improve, and support the Service. You represent that you have the rights needed to submit it.

If you submit suggestions or feedback, HartForge may use them without restriction or compensation, but will not claim ownership of your underlying original work merely because you provided feedback.

8. Prohibited conduct

You may not:

- break the law, infringe rights, harass others, or submit unlawful, deceptive, threatening, hateful, or sexually exploitative content;
- probe, scan, bypass, disable, or defeat authentication, access controls, rate limits, security measures, or account restrictions;
- use cheats, bots, scripts, exploits, automation, or modified clients to gain an unfair advantage, disrupt play, or place unreasonable load on the Service;
- reverse engineer, decompile, scrape, copy, resell, or commercially exploit the Service except where applicable law expressly permits it;
- impersonate another person, misrepresent affiliation, distribute malware, phish for credentials, or interfere with another user’s account; or
- encourage or help anyone else do any of the above.

Good-faith security reports and ordinary use of browser accessibility tools are not prohibited. Coordinate testing through the support channel before conducting activity that could affect the Service or other users.

Game operation and third parties

9. Progress, virtual items, and balancing

Characters, experience, currency, inventory, rewards, rankings, and other in-game elements are features of the Service, not money or property. They have no cash value, cannot be redeemed outside the Service, and may not be sold or transferred unless HartForge expressly enables that function.

HartForge may adjust rules, encounters, statistics, rewards, drop rates, inventories, progression, or other game systems to fix errors, protect fairness, or improve the experience. These changes may affect existing characters or progress.

10. Preview features and availability

The Service is under active development. Features may be incomplete, experimental, mislabeled, interrupted, changed, or removed. HartForge does not promise uninterrupted availability, permanent preservation of progress, compatibility with every device, or any specific release schedule.

HartForge may suspend access for maintenance, security, capacity, legal compliance, or other operational reasons. Reasonable efforts may be made to restore service, but no uptime commitment is created by these Terms.

11. Third-party services

Google sign-in, Discord, network providers, and linked websites are operated by third parties. Your use of them is governed by their own terms. HartForge is not responsible for third-party content, availability, security, or conduct and does not endorse every item available through a link.

12. Community spaces

Community channels may have additional rules. HartForge may remove content, restrict participation, or refer conduct to the platform operator when reasonably necessary to protect users, enforce rules, or comply with law. Community moderation decisions do not guarantee that all objectionable content will be detected or removed.

Enforcement and important limitations

13. Suspension and termination

HartForge may restrict, suspend, or terminate access when reasonably necessary to investigate a violation, protect the Service or its users, comply with law, or address conduct that creates risk or disruption. When practical, HartForge may provide notice or an opportunity to appeal through the support channel.

You may stop using the Service at any time. Sections that by their nature should survive termination - including ownership, disclaimers, liability limits, and dispute terms - will remain in effect.

14. Disclaimer of warranties

To the fullest extent permitted by law, the Service is provided **“as is”** and **“as available.”** HartForge disclaims implied warranties of merchantability, fitness for a particular purpose, title, non-infringement, and any warranty arising from course of dealing or usage of trade. HartForge does not warrant that the Service will be error-free, secure, uninterrupted, or that game data will never be lost or corrupted.

Nothing in these Terms excludes a warranty or consumer right that cannot lawfully be excluded.

15. Limitation of liability

To the fullest extent permitted by law, HartForge and its operators, contributors, and service providers will not be liable for indirect, incidental, special, consequential, exemplary, or punitive damages, or for lost profits, lost data, loss of goodwill, service interruption, or the cost of substitute services arising from or related to the Service.

To the fullest extent permitted by law, HartForge’s total liability for all claims relating to the Service will not exceed the greater of (a) the amount you paid HartForge for the Service during the 12 months before the event giving rise to the claim or (b) US $100.

These limits apply regardless of the legal theory and even if a remedy fails of its essential purpose, but they do not apply where prohibited by law or to liability that cannot legally be limited.

16. Release of third-party disputes

HartForge is not responsible for disputes between users or between a user and a third-party platform. Use caution when interacting with others and report safety concerns through the appropriate platform and HartForge support channels.

Changes, disputes, and contact

17. Informal dispute resolution

Before filing a formal claim, contact HartForge through the Report feature or Official Discord support link and describe the issue and requested resolution. HartForge will try to address the matter informally. This step does not prevent either party from seeking urgent relief or using a process that applicable law does not allow these Terms to delay.

18. Applicable law and venue

These Terms are governed by the laws applicable where HartForge is established, without regard to conflict-of-law rules, except where mandatory consumer law provides otherwise. Any dispute not resolved informally may be brought in a court with lawful jurisdiction. Nothing here requires arbitration or waives a right that cannot legally be waived.

19. Changes to the Service or Terms

HartForge may modify the Service and these Terms. Updated Terms will be posted with a new effective date. If a change materially affects your rights, HartForge will provide additional notice through the Service when reasonably practical. Your continued use after the updated Terms take effect means you accept them; if you do not agree, stop using the Service.

20. General terms

- **Entire agreement.** These Terms, the Privacy Policy, and any feature-specific terms form the agreement between you and HartForge concerning the Service.
- **Severability.** If part of these Terms is unenforceable, the remaining provisions remain in effect, and the affected provision will be enforced to the maximum lawful extent.
- **No waiver.** A failure to enforce a provision is not a waiver of the right to do so later.
- **Assignment.** You may not assign these Terms without HartForge's consent. HartForge may assign them as part of a reorganization or transfer of the Service.
- **Electronic notices.** You agree that notices may be provided through the Service or an account contact method.

21. Contact

For questions about these Terms, account issues, or disputes, use the Report feature or Official Discord support link displayed at https://play.hartforgelabs.com/mobile/.

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