

Privacy Policy

Full Privacy Policy

Read the Privacy Policy in full

Scope

When **About Us and this Policy**

Who we are and how to get in touch

This Privacy Policy explains when we collect information about you connect, including Personal Information ("PI"), what we collect, why we collect it, how we use it, who we share it with, where it is processed, how we handle it and your choices and legal rights associated with this information. Your use of our websites, products, services, or other online activities ("Services") constitutes your consent to these practices.

Scope of this Policy

Sony Interactive Entertainment LLC, Naughty Dog LLC, Sucker Punch Productions LLC, Insomniac Games Inc., and all U.S. subsidiaries using the brand name PlayStation ("SIE-LLC"), "we," "our," and "us") controls the information collected when you interact with PlayStation through our websites, products, services, or other online activities (our "Services"), we collect and handle information as we describe below, or through in context notices. Your use of our Services constitutes your consent to these practices.

Contact Us

Please contact us with any privacy questions by phone at 1-800-345-7669 or online at <http://www.playstation.com/support>. See the bottom of this Privacy Policy for additional ways to contact us or to contact us for specific matters.

Information That We Collect or Receive

What data we collect about you

We collect and receive information from and about you by different means as described below.

Information You Provide to Us

We collect the information that you directly provide to us, such as when you enter it on ~~a web page~~ our website, or include it in an email that you send to us. This type of collection often occurs through our business support processes, such as:

- Registration or PlayStation Network Account (“Account”) Creation Processes, where we ask you to provide information such as: Contact info (e.g. name, email or mailing physical address, country, or phone number); Account Administration Info (e.g. user name, password, or security questions); Billing Information (e.g. credit card or other payment number, billing address); Date of Birth; and Profile Info (e.g. profile photo, languages, likes).
- Purchase Processes, where we may ask you to provide your name, contact and additional billing info to process payment.
- Technical and Customer Support Processes, where we may ask you to provide contact info and information related to the issue you are contacting us about. We may also record calls you make to PlayStation Support.
- Other business processes, where we may ask you to provide information such as name, email address, and Account ID if you participate in market research surveys, beta and other user testing research, competitions, promotions or events or agree to receive marketing information from us.

In addition, we collect the information that you provide by entering it into certain Service features. For example, when you want to post in a forum, you provide us the content for the post (which could contain personally identifying information)PI which we collect and then display for you on the forum. Likewise, when you use other features such as voice or text messaging, blogs, surveys, user-generated content, activity streams, or social media, we may first collect the information you enter into the feature.

Please make sure that any personal details which you provide are accurate and current. We will send any important information relating to your Account to you using the contact information you provide (including Account security and privacy notices). You can check and update some of the information you have provided to us any time via Account Management.

Automatic Information Collection

We may also automatically or passively collect information about your use of our Services. While information collected in this manner is not typically personal information, we may combine it in ways that make it personally identifiable. When we do so, we will treat the combined information as personal information. For example, data collected in this manner may include; see the sub-sections below for a list of categories by sources of such information.

- Web browsing, network or service usage data, such as browser type, internet service provider (ISP), IP address, referring/exit pages, operating system, date/time stamp, and clickstream data;

Network connected hardware (e.g. computer, gaming Consoles and other devices)

- Each time you use a PlayStation console, or a PlayStation app on a PlayStation console or other devices (such as a mobile device) data, such as a unique device identifier, type, model, version, error related data, status, capability, configuration, functionality, performance data, and connection type;
- Network connected software data, such as application utilization, game play, game phone or system video and audio, progress, utilization, performance, peripheral and device use, services requested and used, or content downloaded and viewed;
- Physical or geographic location data, such as country, region, city, or latitude and longitude. For example, to provide location based game matching services,PC, we may collect latitude and longitude.
- Advertising data, such as display frequency, duration, location, or viewing software, or identifier.

Technologies used in our Services to passively collect such information may include:

- Cookies. Small data files placed on a devices hard drive.
- Web Beacons. Small graphic images or other web programming code called web beacons, (also known as "1x1 GIFs" or "clear GIFs") may be included on our websites or in our e-mail messages.

- ~~Embedded Scripts. Programming code that is temporarily downloaded onto a device, and is active only while you are connected to our website, and is deactivated or deleted thereafter.~~

~~In addition, our Services may use a variety of other hardware or software specific technologies that automatically collect information. (For example, a location based game might include technology that automatically determines the user's location). about your use of that device and app. If you sign into an Account, we may combine it with other information we have for that Account.~~

~~Information We Receive From Third Parties~~

~~We may also supplement the The information that we collect with information that we obtain from third parties. For example, if you link your Account on PSN ("Account") to your game, social media, or other accounts, we may receive data from the providers of those accounts. Likewise, if other users give us access to their profiles, we may receive information about devices may include:~~

- ~~Device identifiers such as your PlayStation console ID, mobile device IDs, cookie IDs, or serial numbers~~
- ~~Network identifiers such as your IP address and MAC address~~
- ~~Account authentication tokens that avoid you having to log in repeatedly~~
- ~~Content and ads downloaded to your device for the online services that you access~~
- ~~Your current and recent locations (e.g. on PS Vita)~~
- ~~Trophies, scores and rankings achieved online and offline~~
- ~~Information about the device you are using, any connected peripherals (such as controllers and VR headsets) and how you have configured them~~
- ~~Information about how you use the software installed on your device (which may include information about the use of the software offline), such as date and time of use, what games or music you play, what content you browse, share or download, what services you access and for how long, including how often you use chat and other communication applications~~
- ~~The actions you take within games or apps published by SIE (e.g. what obstacle you jump over and what levels you reach)~~
- ~~Software errors and load times details, and if you have the "Report System Software Errors Automatically" setting turned on, detailed information about the crash, including screenshots and video captured before the crash~~

~~On a device or app basis, depending on your region, and for games released after March 2018, you may be provided with choices that control our collection of information. For further information on these options, refer to the Choices section of this Privacy Policy below.~~

PlayStation Network and Store

Each time you sign into PlayStation Network and access our Services, we may automatically:

- Collect information about your use of PlayStation Network Services on your device.
- Log your activity on our PlayStation Network servers. For example, we may receive device and Account identifiers, such as your PlayStation Network Online ID and Account ID. We may also receive details of: the content, advertisements, and other information your devices request and receive from our servers (such as store content, trophies, and friends lists) and when you receive and interact with them; what content and apps you add to your 'basket' in our Store; and what you purchase.

Games

Each time you play a game developed and/or published by us or another Sony Interactive Entertainment company we may automatically:

- Collect information about your use of that game on your device (including for offline games, which may include information about the use of the game offline).
- Log your activity on our game servers. For example, we may receive device and Account identifiers, such as PlayStation Network Online ID, information about how you use our online games, and which players you play against.

Websites, Marketing, and Advertising

Each time you visit our websites or receive and interact with our marketing communications and advertising on our and third-party websites and services, we may automatically log your activity on web, emails, or advertising and marketing servers we control through cookies (small information files placed on a hard drive), web beacons, tracking pixels, browser configuration details (e.g. browser type, list of installed plugins and list of installed fonts), and embedded scripts (programming code that is temporarily downloaded onto a device).

Information We Receive from Third Parties

We may receive information, including the following, from third party sources and combine it with information we already directly collect from you. We will handle the information in accordance with this Privacy Policy.

- Game, social media, or other information, from those third parties or services you link your Account with, or who provide information to power PlayStation Network features.
- Information from other users, for example if those users have given us access to their profiles and if you are one of their connections, or information about you is otherwise made accessible to us by them.
- Information from third-parties as appropriate given our relationship, for example from anti-fraud service providers we might obtain fraud risk scores; from law enforcement or partners, we might obtain IP addresses and details of suspected unlawful or malicious activity.
- Card account update information provided by your bank to help keep your payment cards up to date on your Account. Following any update, we will continue to charge the applicable payment methods to any purchases you make unless you notify us otherwise.

Information Use through their profile. Alternatively,

How we use the data we collect

This section explains how we may supplement use the information we collect about you with outside records from third parties. We may combine the information we receive from these third parties with any of the sources explained in the "Information That We Collect or Receive" section of this Privacy Policy. For example, we may process together information we directly collect, in which case we will handle it have collected from you, your visits to our website, your device gameplay history, etc., for the purposes explained in accordance with this policy Privacy Policy.

Information Use Services

We use non personally identifying information without restriction. We use personally identifying information ("PII") in a number of ways.

First, we use PII for the purpose for which it was collected. For example, PII that you provide through any of our business support processes (including customer service) will be used to complete that process, and personal information entered by you through the features of our products and services will be used for the operation and delivery of those features.

Second, while we strive to minimize our use of PII, or otherwise anonymize or aggregate it before use, we may use personal information to:

- Send you marketing communications;
- Conduct demographic or aggregate studies for marketing, sales, planning, and business and product development;
- Provide requested products and services such as online video, music or video game services;
- Deliver contextual or targeted advertising;
- Understand and improve our Service operations and performance
- Assist in customer service and transactions

We may use your information to operate our Services. We may also personalize the services we provide to you based on the information we have collected about you (for instance, we may use your IP address to display content relevant for your area). And, to enable accessibility settings functions (for you, or other users), we may convert your voice data to text.

Development

We use the information we collect to understand, improve and enhance our existing Services, your experiences with them, and our business operations, and to develop new ones. For example, we may use the information to develop and optimize user interfaces or game performance.

Moderation and Safety

We cannot monitor the whole of PlayStation Network and make no commitment to do so. However, we reserve the right in our sole discretion to monitor (including through the use of technology that automatically detects images, text, and URLs that breach our Terms of Service) and record your online activity and communication throughout PlayStation Network and to remove and/or delete any content. We may use the information we collect (as described above) to detect breaches and enforce our PlayStation Network Terms of Service, Software Usage Terms, System Software License Agreements, any other terms of service you have agreed to and any rules or codes of conduct applicable to your use of PlayStation Network.

Marketing and Advertising

We may target and personalize our marketing communications, purchase recommendations and advertisements that we display on our and third-party websites and services based on the information we have collected about you. You may notice this personalization on the PlayStation Store (whether via console, website or in-game), in marketing communications, or when you visit our and third-party websites (such as social network sites) that show purchase recommendations or advertisements from us. You have options to control our use of information we have collected about you to personalize marketing to you, and can learn more about them in the Choices section of this Privacy Policy.

Legal and Compliance

We may use the information we collect for auditing, compliance and legal purposes (for example, protecting the rights and property of Sony, its partners and customers).

Security & Legal

In order to help protect you and others, we may use the data information we collect and receive in order to identify:

- Identify fraudulent activities and transactions; prevent
- Prevent abuse of and investigate and/or prosecute any potential threat to or misuse of our Services;
- Protect your account from unauthorized access (for example by preventing access if an attempt is made to log-in from a new location).

Information Sharing and ~~ensure compliance~~ Transfers

Who we share data with and where

This section explains how we may share the applicable terms of information we collect with third parties that provide services to us or provide games and apps on PlayStation Network that you use. We do not and will not accept money in exchange for sharing PI. We may share your information with the following recipients and for the following purposes.

Service Providers

We share information with service, privacy policy, and law; investigate violations providers to SIE, who are persons or companies that provide services which may include handling PI for any of the purposes described in this Privacy Policy. Service providers are required to adhere to this Privacy Policy, and confidentiality and security requirements.

Partners

We may share information with the following partners:

- Financial organizations, such as payment details in order to complete your purchase, obtain payment and carry out credit and anti-fraud checks.
- Game publishers, such as the content you have purchased from PlayStation Store so that they can deliver that content to you in-game, and ensure your entitlement to access that content is reflected across different gaming platforms.
- Other service, application or website providers, for operational purposes, or for additional purposes, with your permission (such as when you link your Account to your account with them).
- Security and fraud partners, as appropriate to support the security of or enforce these agreements; and our Services, fraud prevention, or protect the rights and property of Sony, its partners, and customers.
If you do not consent to these conditions, you must discontinue your use of our PI **Services**.
- Advertising and promotional partners, with whom we are jointly delivering services or features, such as sweepstakes, contests, promotions, or advertising.

Sony Group,

~~Information Sharing and Disclosures~~

~~Information We Share~~

~~We may share your information, including your personal information, with other parties as follows:~~

- ~~Sony. We may share your information within and among the Sony group of companies for purposes related to providing you with content, products, or services, including games, videos, music, software and software applications; community administration or development; to support various business and~~

~~security processes; security; research and development; and so that other Sony group companies may contact you about products, services or other offerings that may be of interest to you.~~

- ~~• Service Providers to Sony. With persons or companies that we retain to carry out or provide support to business operations, including uses described above in the Information Use section. Service Providers are required to adhere to this Privacy Policy, and confidentiality and security requirements.~~
- ~~• Law Enforcement, Judicial, Administrative, or Regulatory Disclosures. When we believe in good faith that the law requires disclosure or that disclosure is necessary to protect or enforce the rights, property, safety, or security of ourselves or others.~~
 - ~~• Business Transfers. In transfer partners, in connection with the negotiation and sale of the applicable business, a portion of the business, or certain stock and/or assets, or a corporate merger, consolidation, restructuring, or other corporate change including, without limitation, during the course of any due diligence process.~~
- ~~• Third Parties. With third parties (with whom we use reasonable efforts to obtain their agreement to protect the confidentiality, security, and integrity of any personal information we share with them), such as: Third party providers of products or services that you subscribe to or access through our Services. For example, publishers of a game played on a network connected console may be provided your Account details (such as your PSN Online ID, country gender, age and "Friends" and block list) so they can operate their game; Third parties with whom we are jointly delivering services or features, such as sweepstakes, contests, promotions, or advertising. Third parties, who may contact you about products, services or other offerings that may be of interest to you.~~

~~Publicly Accessible Data & SIE Social Features~~

~~Certain elements of your personal information and certain information about your use of our Services are publicly accessible to other users of our Services. For example: other users of our Services will be able to see your Online ID; your profile picture (if you choose to upload a picture); and your user bio (if you choose to provide a bio). We may also publicly display other information derived from your activity on our Services.~~

~~Information You May Choose to Share~~

~~You have the option of sharing your personal information with the public or with third parties. For example,~~

- ~~• Sharing gameplay video or screen shots with third party websites or the public through a 'share' button on your game system.~~
- ~~• Sharing information regarding your likes via 'like' buttons on our websites.~~
- ~~• Displaying your real name or photograph within games.~~
- ~~• Sharing your activities, including purchases, software used (e.g. games played), and content consumed (e.g. movies watched) with the public through activity feeds.~~
- ~~• You may share personal information with others through chat, text, email or communications features.~~
- ~~• You may follow a link provided on an SIE LLC website to a third party website.~~

~~If you choose to "share" content or to otherwise post information from or via our Services to a third party website, feature or application, that information will become public and the third party web site may have access to information about you and your use of our Services. Likewise, other users may use these same features to share information about you. We are not responsible for how you use or publish personal data through these or similar features, or how third parties use the features to share information.~~

~~Children~~

~~Other Users~~

When you create an Account, certain information will form part of your public profile and we will make it accessible to all accounts on PlayStation Network, on the Internet via playstation.com, and some third-party websites, apps or services. This information includes:

- Your PlayStation Network Online ID
- "About Me" statement, avatar, language, country and gaming scores and statistics
- Content you have shared

You are responsible for any content you share on forums, communities, chat and messaging features. This content will be accessible to other users who can then share that information further. We recommend you consider carefully what you share and with whom you share your information. We may also index and use content which you have shared publicly, as part of our platform's features like Game Help, PlayStation profiles, or future PlayStation Network services.

Government Authorities

We may share your information with police and other government authorities if we believe that it is reasonably necessary to comply with a law, regulation, or legal process, to detect, protect and enforce the safety of any person, their property or their rights, to address fraud and security and report criminal activity. The majority of the cases in which we have shared information with police and government authorities concern their investigations into stolen devices, unauthorized use of payment methods, or moderation purposes and safety of PlayStation Network and its users. In a small number of cases, we have also provided information in response to anti-fraud or more serious criminal investigations.

Information Handling and Your Choices

How we handle your data and your rights

Children's Information

We are committed to respecting ~~children's~~ children's privacy. We will not collect ~~personal information~~PI from anyone we have actual knowledge is under the age of 13, without ~~their parent's~~ a parent's consent. If you are creating an account for your child, we recommend that you and your child read our Privacy Information for Young Players to help them understand how we handle their PI and their rights over their PI.

With parental consent, we will collect, use and share information collected from or about children in accordance with the practices described in this document, with the following exceptions:

Information You Provide ~~To~~ Us:

- A parent only needs to provide limited information about their child (an email address and date-of-birth) to create an Account for their child. Providing gender is optional. ~~Language, state, and country are initially inherited from the parent's Account.~~
- Only with the ~~parent's~~ parent's approval to create an Account for the child, can a child add their address, ~~or an online ID.~~
- The spending limit of the Account for your child is set by the associated ~~parent's~~ parent's Account.

Information You May Choose to Share

- A parent can control, through the ~~'restrict chat'~~ "Free Communication" setting on their ~~child's~~ child's Account, their ~~child's~~ child's ability to use (and share ~~personal information~~PI through) text chat, voice chat,

video chat, and other messaging features from communicating directly with other users in games, apps or via system software features. Please note that a ~~child's~~ child's Account can still ~~A) send~~: (1) Send and receive predetermined text messages created by a game or app, ~~B) create~~ (2) Create and see other ~~users'~~ users' in-game character names, designs, and clan titles, ~~C) use~~ (3) Use communication services via an Internet browser unless specifically disabled, and ~~D) communicate~~ (4) Communicate via system messaging on PS3 and PS Vita.

- A parent can control their ~~child's~~ child's ability to post or view user-generated content, including photos, videos, drawings, and content imported from outside sources (any of which might contain ~~personal information~~ PI) through the user-generated content control. (This will not prevent video capture of a child Account ~~user's~~ user's online gameplay).
- A parent can agree to our collection and use of their child's ~~PI~~ PI without consenting to our disclosure to third parties, except when the disclosure is inherent to the Services we are providing.

When a parent allows their ~~child's~~ child's Account to participate in games, chat or user-generated content features, they also consent to SIE LLC sharing information with the publishers of the games, applications, or services that incorporate those features and the collection of information entered into such features by the ~~child's~~ child's Account (e.g. typing text into the chat feature).

If you discover your child under the age of 13 has provided ~~personal information~~ PI to us without your consent, once we verify you are the child's parent, we will promptly: (a) provide direct notice to you indicating what, if any, ~~personal information~~ PI of your child has been collected and how it has been used or disclosed; (b) remove and cease the use of your child's ~~personal information~~ PI or other information from our database and (c) by notice to you, confirm compliance with the foregoing.

~~(For additional information on our parental consent and parental controls mechanisms, please refer to USING PSN SERVICES AND ACCOUNT REGISTRATION in the Terms of Service and User Agreement).~~

~~Your Choices and Controls~~

~~You have certain choices about how your information is collected and used. You can access, amend or have your information deleted through your Account Settings page. You can choose whether or not to receive marketing communications from us and our affiliates, or our marketing partners, through the following mechanisms:~~

- ~~E Mail Messages: Marketing e-mails contain instructions and a link that will allow you to unsubscribe from our marketing e-mails.~~
- ~~Websites: You can opt out of receiving marketing communications by un-checking the box indicating your preference at the place where your information is collected.~~
- ~~Customer Profile: You can manage your marketing communications preferences from the Notification Preferences tab in your Account Settings page.~~
- ~~Blogs, Forums, or Message Boards: to request removal of certain of your personal information from a blog, forum, or message board, please contact us as described below.~~

~~In some cases, your choices to change or delete information you provide may affect our ability to deliver our Services, or your user experience. We may decline to process requests which are not otherwise required by law. Please note that we reserve the right to send you certain communications relating to your Account or use of our Services and these transactional account messages may be unaffected if you choose to opt out from marketing communications.~~

~~Consent to Transfer Information~~

International Transfers

Our Services are operated in the United States, ~~England~~United Kingdom, Japan, and other countries/areas/regions around the world. Please be aware that information we collect, including ~~personal information~~PI, will be transferred to, processed and stored in these countries/areas/regions and, as such, courts, law enforcement, and other authorities in these countries may, in certain circumstances, be entitled to access your ~~personal~~PI. We ensure there are adequate safeguards in place when transferring your information outside your country by entering contracts with the recipients, European Commission Standard Contractual Clauses or otherwise that the transfer only occurs where permitted by applicable law. By using our Services or providing us with any information through them, you ~~consent to~~acknowledge this transfer, processing, and storage of your information in these countries in which the privacy laws may not be as comprehensive as those in the country where you reside or are a citizen.

Security and Retention

We seek to maintain ~~reasonable~~appropriate technical and organizational security measures that conform to industry standards to help protect your information against unauthorized or accidental disclosure, access, misuse, loss, or alteration. Although we strive to protect your information, we cannot ensure or warrant the security of such information. There is no such thing as perfect security.

We advise you to make use of the enhanced account access controls that we make available such as 2-Step Verification. Please visit www.playstation.com and/or contact PlayStation Help and Support if you need any assistance in restricting access to your devices or accounts.

Please keep any passwords and passcodes for your devices and accounts safe and do not disclose them to anyone else. Consider ensuring automatic account log-in setting is disabled and the setting requiring a password to be entered before completing purchases is enabled, particularly if your PlayStation device is shared with others. You should contact PlayStation Support immediately if you become aware of any unauthorized use of your accounts or other security breaches.

We may retain information about you as long as it is necessary for us to fulfill the purposes outlined in this policy. In addition, we may retain your information for an additional period as is permitted or required to, among other things, comply with our legal obligations, resolve disputes, and enforce agreements. Where required by applicable law, we shall delete your information when the information is no longer necessary or requested to do so. Even if we delete your information from active databases, the information may remain on backup or archival media as well as other information systems.

Your Choices and Rights

Your Choices

You may have certain choices about how your information is collected, used, stored, and shared. These options can be accessed through your Account or device settings. Please ensure that your information is up-to-date. Among others, you have the following choices:

- Personalized content and marketing: Whether we may use the information we have collected about you to personalize advertising and purchase recommendations. Note that we will always slightly customize what you see (e.g. to avoid displaying content you've already purchased from the PlayStation Store), and some older devices (e.g. PS3/Vita), apps and games may still show some commercial personalization.
- Personalized communications: Whether we may use the information we have collected, to personalize emails and notifications.
- Limited Data/Service Data and Full Data/Advanced Data collection: Whether we may collect only the Limited Data necessary to provide our Services, or Full Data to enable a richer experience.

- E-Mail Messages: Whether we send you marketing emails.
- Sharing social PI: Whether to share other information, such as your real, name, PlayStation Network friends, or activities.
- Shared content: Whether to share content such as gameplay videos with other users.

Your Rights

In addition to the rights described below, you can also access, amend or delete some information through your Account Settings page.

- Request to Access and Correct: You have the right to request that we inform you of the PI we hold about you, as well as to request the correction of any inaccurate information about you.
- Right of Access: You have the right to request that we inform you of the PI we have collected, used and shared about you, and to obtain a copy of it.
- Right of Deletion: You have the right to request that we delete the PI we have collected or retained about you in some circumstances as defined by law. To request removal of certain of your PI from a blog, forum, or message board, please contact us as described in the Contact Us section above. Following your request for deletion, please be aware that the information that we collect about you may still be retained for legal, accounting, business continuity (backup), anti-fraud and community reasons.

In some cases, your choices to provide, change or delete information may affect our ability to deliver our Services, or your user experience. We may decline to process requests which are not otherwise required by applicable law. You have the right not to be unlawfully discriminated against because you have exercised these rights.

To make a Request to Access or Deletion, please contact Consumer Services toll-free at 1-800-345-7669. After you submit a request, we will require you to confirm your request, and verify your identity by requesting details of your account, devices, payment instruments or past transactions. We reserve the right to deny your requests if we cannot verify your identity.

For an alternative accessible PDF of the Privacy Policy please contact 1-800-345-7669.

Changes to this Policy

We may revise this statement Privacy Policy at any time. We and we will post update this Policy with any revisions to this policy, and the changes are effective when we post them here. By continuing to access or use the Services after those changes become effective, you agree to acknowledge and accept that PI will be bound by handled in accordance with the revised Privacy Policy.

~~How to Contact Us About this Privacy Policy~~

~~By Phone at:
1-800-345-7669~~

~~By Mail at:
SONY INTERACTIVE ENTERTAINMENT CONSUMER SERVICES DEPARTMENT
2207 BRIDGEPOINTE PARKWAY
SAN MATEO, CALIFORNIA, 94404
Online: www.playstation.com/support~~

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