

Privacy Policy

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QuickChunk is operated by ARGAN Krzysztof Janosik, Chodów 4a, 32-250 Chodów, Poland, Polish tax identification number (NIP) 6591561560. This operator is the controller of personal data processed to provide and administer QuickChunk. Contact: support@quickchunk.com.

1. Scope and our role

This policy covers quickchunk.com, its dashboard, public community directory, hosting tools, support and related QuickChunk services. It explains our processing of account, service, security and transaction information. It is an information notice, not a request for consent to every form of processing.

Server owners decide what information to collect through their own Minecraft worlds, plugins, websites and communities. They are responsible for their own notices and lawful processing. Where we host personal data solely on a customer's instructions, we act as a processor rather than determining that customer's purposes. Business customers requiring a data processing agreement should contact us before uploading personal data that requires such an agreement.

2. Information we process

- Account information: name or chosen account name, email address, password hash, verification information, account identifiers and account status. We do not store passwords in plain text.
- Authentication and verification information: session identifiers, verification tokens and timestamps; Minecraft username, UUID and ownership-verification results when you use account-linking features. Microsoft authentication takes place through Microsoft's systems; do not send us your Microsoft password.
- Hosting information: server name, description, address, selected software and version, configuration, resource plan, public-visibility setting, tags, uploaded files, worlds, databases and user-created backups. Server files and logs may contain information about players that the server owner chooses to collect.
- Payment and paid-service information: chosen coin pack, coin balance and transactions, amount, currency, payment status, transaction reference, paid-service status and billing details supplied for the transaction. Payment providers process payment credentials; QuickChunk does not store full payment-card numbers or card security codes.
- Support information: messages, account and server references, diagnostic details and attachments you choose to provide. Avoid including passwords, payment credentials or unnecessary personal information in tickets.
- Technical information: IP address, browser and request details, timestamps, service errors and logs necessary to operate, troubleshoot and secure the platform. Public directory visitors do not receive private account or billing data.

3. Purposes and legal bases

We process data necessary to create and administer accounts, authenticate users, provide hosting, manage coin balances and paid-service periods, deliver requested account verification and respond to service requests under Article 6(1)(b) GDPR: performance of a contract or steps requested before entering a contract.

We process transaction and accounting records, handle statutory complaints and comply with binding legal requests under Article 6(1)(c): compliance with legal obligations.

We use proportionate technical and security information to troubleshoot faults, prevent abuse, protect accounts and infrastructure, investigate incidents and establish or defend legal claims under Article 6(1)(f): our legitimate interests in operating a reliable, secure service and protecting our rights. We balance those interests against your rights and limit access to people who need it.

Where an optional activity requires consent, such as non-essential tracking or electronic marketing, consent is the basis under Article 6(1)(a). Such activities must not be enabled merely because you use the website. You can withdraw consent without affecting earlier lawful processing. Operational messages, including verification, security, billing and support messages, are part of service administration.

4. Public communities

When a server owner enables public visibility, its server name, description, join address, software, version and selected tags may appear in the public directory and related discovery features. This is a deliberate publication setting. Do not put confidential or sensitive information in these fields.

Owners can turn public visibility off in server settings. Updated settings take effect as directory requests and caches refresh. We cannot remove independent copies already made by third parties. Joining a community may disclose your player identity and connection information to its owner under that community's practices.

5. Recipients and connected services

Access is limited to authorized people and service providers where necessary for their tasks. Categories include infrastructure and network-security providers, email delivery services, payment providers, and tools used to administer hosting and support. QuickChunk's dedicated hosting infrastructure is located in Poland.

Cloudflare provides network, DNS and security functions where enabled for our domains. Available payment options can include PayPal, Simpay and Stripe; only the provider selected for a transaction receives the information needed for that payment. Microsoft/Minecraft services process authentication and license-verification information when you use those features. These providers may also process information as independent controllers under their own privacy notices.

We may disclose relevant information when required by law or a binding request, or where necessary and lawful to establish or defend rights. We do not sell personal data or use hosting files for advertising. Installing a third-party plugin or visiting an external link may involve separate providers and separate privacy practices.

6. International processing

Although our dedicated hosting infrastructure is in Poland, network-security, authentication and payment providers may process information outside the European Economic Area. Transfers subject to GDPR must have a valid legal mechanism, such as an applicable adequacy decision or standard contractual clauses and any necessary additional safeguards. Contact support@quickchunk.com for information about relevant recipients, transfer arrangements or how to obtain a copy of applicable safeguards. The location of our hosting servers does not mean that every connected provider processes all data exclusively in Poland.

7. Retention and deletion

- Account data is retained while the account is maintained, then deleted or restricted when it is no longer needed, subject to legal obligations and legitimate claims.
- Data associated with an expired paid server is retained for 30 days after the paid hosting period expires, then deleted under the service deletion rules. This is a recovery/export window, not an additional paid hosting period.
- Free servers and their associated data are deleted after 14 consecutive days without server activity. Server activity means running or using the Minecraft server; visiting the website alone is not a promise that a server's inactivity period has been reset.
- QuickChunk does not create automatic user-world backups on the user's behalf. User-created backups are associated with the relevant service and are not an independent archive guaranteed to survive server deletion. Export important data separately.
- Routine technical logs are normally retained for up to 30 days. Relevant records may be kept longer when needed to resolve an identified technical problem, investigate a security incident, comply with a legal obligation or establish

or defend claims. Extended retention is limited to the records and period needed for that purpose, rather than indefinite retention of all logs.

- Support correspondence is retained while a request is being handled and afterwards only as needed for follow-up, service administration, applicable obligations and claims.

- Accounting and transaction records are retained for the periods required by Polish tax and accounting law. Where a five-year statutory tax-record period applies, it is calculated from the end of the year in which the relevant tax payment deadline falls; obligations, disputes or lawful retention holds can affect the final deletion date.

Operational deletion does not automatically remove information we must retain for another lawful purpose. Any retained information remains subject to access restrictions. We do not routinely read logs for unrelated purposes; authorized staff may examine relevant logs for technical support, security or legal requirements.

8. Your rights

Subject to the conditions in applicable law, you can request access, correction, erasure, restriction of processing and data portability. You can object to processing based on legitimate interests, and withdraw consent for processing based on consent. Withdrawal does not affect the lawfulness of earlier processing. Erasure is not absolute where records must be kept for legal obligations or claims.

Send requests to support@quickchunk.com. We may request proportionate information to verify identity, but do not require unnecessary identification documents. We respond without undue delay and normally within one month. Where GDPR permits an extension for a complex or numerous request, we inform you within that initial month and explain the reason. Requests are normally free; fees or refusal are limited to circumstances allowed by law.

You may complain to the President of the Personal Data Protection Office in Poland (Prezes Urzędu Ochrony Danych Osobowych, UODO), or to the competent supervisory authority in the country where you live, work or believe an infringement occurred. Information about the Polish authority is available at <https://uodo.gov.pl>.

9. Security, required information and automated decisions

We use access controls, password hashing, protected sessions and appropriate technical and organizational measures. No system can guarantee absolute security. Keep your credentials private, use a strong password and report suspected compromise promptly.

Information needed to authenticate an account, provide hosting or process a payment is necessary for those services. Without it, the relevant service may not be available. Optional public descriptions and tags need not contain personal information. We do not use personal data for solely automated decisions producing legal or similarly significant effects, such as automated credit scoring. Operational resource and security controls can still restrict misuse or unavailable resources.

10. Younger users, cookies and changes

Users must have the legal capacity, or any parental or guardian authorization, necessary to enter the relevant contract. Where optional consent-based processing involves a child, the consent requirements applicable to that child must be satisfied. We do not use a user's silence or continued use as parental authorization.

Our Cookie Policy explains essential sessions and related technologies. The landing does not embed advertising pixels or independent analytics trackers in its application code. External providers' processing remains described in their own notices. If practices change, this policy will be updated and any legally required notice or consent will be provided before the new processing begins. The effective date identifies this version.

11. Contact

Privacy requests and questions: support@quickchunk.com. Postal contact is listed at the beginning of this notice.