STRIDE

Privacy policy

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This policy explains what personal data STRIDE collects through the website, the launcher and our match servers, why we use it, and what you can do about it.

1. What we collect

From Discord when you sign in: your Discord ID, username and avatar. We don't get your email address or your messages.

From Steam when you link it: your SteamID, public profile name, avatar and country, your Steam level, which games you own and how long you've played them, your VAC and game ban status, and whether Steam shows you as in game. We use these to check you can play and to show your profile.

From FACEIT: if FACEIT has a public profile for your SteamID, we show your public FACEIT level and stats on your profile.

When you play: your STRIDE ID, when you joined, country flag, rating, match results and stats, match history, season progress, coins, inventory, case openings, trades, market listings, friends, invites, badges, commends you give and receive, your privacy settings, and any mutes, bans and the offences behind them.

Profile picture and banner, if you upload them. Google checks each upload with SafeSearch so we can refuse explicit images, and the files are stored with Google Firebase.

Social rewards: which platform you said you follow us on and when you claimed the coins. We don't get your YouTube or TikTok account.

Match demos: our match servers record each match, which includes every player's name, Steam ID, movement and in-game chat.

Messages: what you write in party and match room chat. We keep them only to show them to the people in that chat.

Live support: what you write to support from a match room, and the replies from our moderators with their Discord display name.

Ban appeals: what you write in an appeal, our reply and your one follow-up message.

Help center votes: whether an article helped you. If you're signed out, we store a keyed hash of your IP address instead of your account so each reader counts once.

Sign-in and security: the IP address and browser or device of each session, when it started and when it was last used. If you turn on two-factor sign-in, we also keep an encrypted copy of your authenticator secret, hashed backup codes and the browsers you chose to trust.

Server logs: our web server records each request with your IP address, the address you opened and the time. We use them to keep the site running and to stop attacks.

From the launcher: to find and start the game it reads where Steam and CS:GO are installed, whether the STRIDE game files are there, whether csgo.exe is running, and which Steam account is signed in on your PC. It sends us whether the game is running, that the launcher is open, and the launcher and game file versions with whether the game files were changed. It downloads the STRIDE game files into the csgo_gc folder, and saves a sign-in file there so the game can reach your account. When you send us a log, or the launcher crashes or finds changed game files, it uploads the end of its own log file: launcher events and errors, folder paths such as where Steam and CS:GO are installed, and any anti-cheat findings. Your launcher settings, such as resolution and launch options, stay on your PC.

Device fingerprint: the launcher sends hashed identifiers of your PC, its motherboard and system drive. We can't turn them back into the original values. We use them to stop banned players from coming back on a new account.

CARDINAL, our anti-cheat: while CS:GO runs it checks the game files and the programs that open the game. Every 30 seconds it reports whether the scan is running. When something looks wrong it also sends us that program's name, location, file hash, signature, the program that started it and when it started. Staff review these reports.

Staff only: sign-ins to the staff panel with their IP address, the devices you approved for it, and a log of every staff action.

Payments, once paid features launch: the payment provider handles your card or wallet. We get what you bought, the amount, the date and a payment reference, and never your full card details.

2. Why we use it

- To run your account, matches, inventory and the rest of STRIDE. This is needed to provide the service you signed up for.
- To keep play fair and the platform secure: Steam checks, anti-cheat, ban enforcement, scam and abuse prevention. This is our legitimate interest, and yours as a player.
- To show ads on public pages. Where the law requires it, we only use advertising cookies with your consent.
- To meet legal obligations, such as tax records for payments.

We don't sell your personal data, and we don't use it to make automated decisions that have legal effects on you.

3. What other players see

Your profile is public to signed-in players. They can see your name, avatar, country flag, when you joined, rating, stats, match history, the days you played in the last 90 days, win streak, badges, commend totals, friends list, battlepass leaderboard place and the items you list on the market. If you link Steam or FACEIT, your profile links to them.

Your inventory is visible to friends by default and your friends list is visible to everyone. In Settings you can change who sees each of them, or keep them private. Commend totals are public, but not who gave them.

Match demos can be downloaded by any signed-in player for 14 days.

4. Cookies and local storage

We use two cookies to keep you signed in: jwt_session for the site and jwt_websocket_session for live features like parties and matches. While you sign in, two short-lived cookies remember where to send you back and protect the sign-in from forgery. All of these are needed for the site to work, so they don't need consent.

Display settings stay in your browser's local storage, such as whether you've seen onboarding, inventory card size, preview volume and case opening options. They never leave your browser.

Advertising cookies are described in the next section.

5. Advertising

Some public pages on STRIDE show ads through Google AdSense. The launcher doesn't show ads.

- Third-party vendors, including Google, use cookies to serve ads based on your previous visits to this site and other websites.
- Google's advertising cookies let Google and its partners serve ads to you based on your visits to this site and other sites on the internet.
- You can turn off personalised ads in Google's Ad Settings at https://adssettings.google.com, and opt out of other vendors' personalised ads at https://www.aboutads.info/choices.

Visitors in the EU, the UK and Switzerland get a consent message from Google before any advertising cookies are set, and can change their choice later from Cookie settings at the bottom of the page.

Google explains how it uses data from sites that show its ads at https://policies.google.com/technologies/partner-sites.

6. Who we share it with

- Hetzner Online, which hosts the website and its data in Germany.
- Google, which stores profile pictures and banners in Firebase and checks new uploads with Cloud Vision SafeSearch.
- The company that hosts our match servers. Like any game server, they see your IP address and Steam ID while you play.
- Discord, to sign you in, and our Discord bot, which posts market listings you choose to share and posts your live support messages, with your STRIDE name, in a private channel where our moderators answer them.
- Valve, through the Steam Web API, to check your account and game status.
- FACEIT, to look up a public profile for your SteamID.
- Google, to show ads.
- A payment provider, once paid features launch.
- Police, courts or regulators when the law requires it, or when it's needed to protect players from fraud or harm.

Some of these companies process data outside the EU, for example in the United States. When they do, they rely on safeguards such as the EU Standard Contractual Clauses or the EU-US Data Privacy

Framework.

7. How long we keep it

Account data stays while your account is open.

Sign-in sessions are kept until 30 days after they expire or are signed out.

Database backups are kept for 14 days, then deleted.

Match demos are deleted after 14 days, or sooner when storage runs low.

Party chat is deleted when the party closes, and match room chat when the match room closes.

Live support conversations stay while your account is open. The copy in our Discord stays until a moderator deletes the thread.

Ban appeals stay with the ban record. Help center votes are deleted with the article.

A profile picture or banner is deleted when you replace or remove it.

Two-factor data is deleted when you turn two-factor sign-in off. Trusted browsers expire on their own.

Web server logs are overwritten automatically once they reach a fixed size, normally within a few days.

Device fingerprints, launcher logs and anti-cheat reports stay while your account is open, and with the ban record if you're banned.

Bans, mutes and the offences behind them are kept as long as STRIDE runs, so a ban still works if you make a new account.

The staff action log is kept as long as STRIDE runs, so every staff decision can be checked later.

When we delete an account, we remove your profile, inventory and personal details. We keep a record of bans so banned players can't come back, and match results stay in other players' history without your name attached. Payment records are kept as long as tax law requires.

8. Your rights

Depending on where you live, you can ask us for a copy of your data, to correct it, to delete it, to limit how we use it, to send it to you in a portable format, or object to how we use it. Where we rely on consent you can withdraw it at any time.

To use any of these rights, open a ticket in our Discord at https://discord.gg/stride. We answer within a month. We may ask you to prove the account is yours, usually by messaging us from the linked Discord account.

If you're in the EU or UK and you're unhappy with our answer, you can complain to your data protection authority.

9. Age

STRIDE is for people aged 16 and over. If you think someone younger has an account, tell us and we'll delete it.

10. Security

Connections to STRIDE are encrypted, your main sign-in cookie can't be read by scripts on the page, and you can sign out any session from Settings. If we ever have a breach that puts you at risk, we'll tell you.

11. Changes to this policy

When we change this policy we update the date at the top. For bigger changes we'll also post in Discord or show a notice on the site.