

Anti-Cheat Expert Related Agreement Product Documentation



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Data Processing And Security Agreement

Last updated: 2025-05-14 14:55:39

For details, see [DATA PROCESSING AND SECURITY AGREEMENT MODULE](#).

PC Game Anti-Cheating Service Level Agreement

Last updated: 2024-08-06 15:03:08

For details, see [PC Game Anti-Cheating Service Level Agreement](#).

PC Game Anti-Cheating Service Privacy Policy

Last updated: 2025-05-14 14:55:39

1. INTRODUCTION

This Module applies if you use PC Game Anti-Cheating Service (“Feature”). This Module is incorporated into the privacy policy located at (“[Privacy Policy](#)”). Terms used but not defined in this Module shall have the meaning given to them in the Privacy Policy. In the event of any conflict between the Privacy Policy and this Module, this Module shall apply to the extent of the inconsistency.

2. CONTROLLERSHIP

The controller of the personal information described in this Module is Aceville Pte. Ltd.

3. AVAILABILITY

This Feature is available to users globally.

4. HOW WE USE PERSONAL INFORMATION

We will use the information in the following ways and in accordance with the following legal bases:

Personal Information	Use	Legal Basis
Account Information: account id, game id	We only process this data for the purposes of providing the Feature to you, including the identification and banning of any cheating behaviors, and restricting your use of the product/service incorporating the Feature. Please note that this data is stored and backed up in our Tencent Cloud Object Storage (COS).	We process this information as it is necessary for us to perform our contract with you to provide the Feature.
Device Information (hashed): mac address, os version	We only process this data for the purposes of providing the Feature to you, including troubleshooting/analysis of end users’ PC issues (such as crashes). Please note that this data is stored and backed up in our Tencent COS.	We process this information as it is necessary for us to perform our contract with you to provide the Feature.

<p>IDS Feature Data: in-game screenshots (which may contain nicknames and chats of you and your teammates (this information will be obfuscated), and game scenes)</p>	<p>We use this information to improve and optimize the training models and algorithms which this Feature and our other features rely upon and provide end users with a safer in-game environment.</p> <p>In the event of a cheating incident, please note that this data is stored and backed up in our Tencent COS. If there is no established cheating incident on end users' side, we will not store the data on our servers.</p>	<p>It is in our legitimate interests to process this information to improve the accuracy of our models and algorithms. To the extent this information includes any sensitive personal data, we process the end user's explicit consent which shall be obtained by the customer.</p>
<p>Anti-Cheating Information: suspicious dll/sys full path, driver signature information, suspicious executable file information (path, signature, creation information), system service, process information (hash, signature, binary), recent file (recently opened document) (zip,.7z,.rar,.ini,.txt), kernel driver files (signatures, PE headers, file hashes), zhi zi (thread, window, timer process), window information (position, size, title), nfts (plug-in files (samples), number and id of programs threads, memory samples (during game, hashed)), game session screenshots, registry scan, game recording files (eg. in-game battle</p>	<p>We use this information to:</p> <ul style="list-style-type: none"> ● Obtain access information of protected memory and for evaluating potential cheating evidence; ● Detect the presence of any abnormal (cheating) behaviors; ● Report abnormal situations (which may involve cheating behaviors), detect any behaviors relating to modifications to and deletion of game modules; ● Identify cheating processes, evidence, plug-in threads and window procedure; ● Use pattern recognition to detect whether there is a window (analyzing window size, text and class name) to enable cheating behavior; ● Determines whether there is any cheating behavior through plug-ins; ● Deliver plug-in registry information based on configuration; ● Determine whether plug-in uses Windows system callbacks to run illegal code when the game is running; 	<p>We process this information as it is necessary for us to perform our contract with you to provide the Feature.</p>

<p>information), windows driver kernel module related data structures, windows system callbacks (ObCallback, UserModeCall), game data memory page and properties (such as coordinate pointers and game character information), display resolution, system boot time</p>	<ul style="list-style-type: none"> • Determine whether game plug-ins use various anti-screenshot techniques to interfere with screenshots • Identify the player's operating environment and determine whether the game is accelerated. 	
<p>User Terminal Device Information (hashed), MAC Address (hashed) (device type, CPU model, disk, graphics card, motherboard)</p>	<p>We use this information to assist in identifying suspicious machine environments, security tuning, and enhancing player user experience.</p>	<p>We process this information as it is necessary for us to perform our contract with you to provide the Feature</p>
<p>Security related information (where relevant): game clickstream data, recently opened program name, hardware specifications, system information, disk information, program thread information, suspicious file and driver information, game scenes</p>	<p>We use this information to ensure the security and safety of the services of the Game (such as through anti-cheat functions).</p>	<p>It is in our legitimate interest to use this information to detect and prevent cheating in the Game.</p>

5. HOW WE STORE AND SHARE PERSONAL INFORMATION

As specified in the Privacy Policy.

6. DATA RETENTION

We will retain personal information in accordance with the following:

Personal Information	Retention Policy
Account Information	<p>Storage in COS: Automatic deletion after 7 days if assessed/ determined that there is no cheating behavior.</p> <p>Following determination of cheating behavior, stored for the lifetime of your use of the product/service that incorporates the Feature unless you request to delete product/service that incorporates the Feature, upon which such data will be deleted within 30 days.</p>
Device Information	<p>Storage in COS: Stored for the lifetime of your use of the product/service that incorporates the Feature unless you request to delete product/service that incorporates the Feature, upon which such data will be deleted within 30 days.</p>
IDS Feature Data	<p>Storage in COS: Automatic deletion after 7 days if assessed/ determined that there is no cheating behavior.</p> <p>Following determination of cheating behavior, stored for the lifetime of your use of the product/service that incorporates the Feature unless you request to delete product/service that incorporates the Feature, upon which such data will be deleted within 30 days.</p>
Anti-Cheating Information	<p>Automatic deletion after storage for up to 30 days.</p> <p>Please note that this is stored:</p> <ul style="list-style-type: none"> • (Singapore) Tencent Cloud public cloud, or Microsoft Azure public cloud; • (North America) Google Public/ Private cloud; and/or • (India) Microsoft Azure private cloud.
Device Profile Information	<p>Automatic deletion after storage for up to 30 days.</p> <p>Please note that this is stored:</p> <ul style="list-style-type: none"> • (Singapore) Tencent Cloud public cloud, or Microsoft Azure public cloud; • (North America) Google Public/ Private cloud; and/or • (India) Microsoft Azure private cloud.

Security-related information	<p>Automatic deletion after storage for up to 30 days. Aggregated data as derived from the security-related information will be stored for up to a year following which it will be automatically deleted.</p> <p>Please note that this is stored:</p> <ul style="list-style-type: none">• (Singapore) Tencent Cloud public cloud, or Microsoft Azure public cloud;• (North America) Google Public/ Private cloud; and/or• (India) Microsoft Azure private cloud.
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Mobile Game Anti-Cheating SDK Privacy Policy

Last updated: 2024-04-23 15:02:35

1. INTRODUCTION

This Module applies if you use Mobile Game Anti-Cheating SDK (“Feature”). This Module is incorporated into the privacy policy located at (“[Privacy Policy](#)”). Terms used but not defined in this Module shall have the meaning given to them in the Privacy Policy. In the event of any conflict between the Privacy Policy and this Module, this Module shall apply to the extent of the inconsistency.

2. CONTROLLERSHIP

The controller of the personal information described in this Module is Aceville Pte. Ltd.

3. AVAILABILITY

This Feature is available to users globally.

4. HOW WE USE PERSONAL INFORMATION

We will use the information in the following ways and in accordance with the following legal bases:

Personal Information	Use	Legal Basis
Device Information & Identifiers: brand, model, api_level, system version, operating system version, source_dir, apk_path, lib_dir, files_dir, hardware, device cpu name, device language, vpn status, adb_enabled, usb_connected, usb_plugged, installed packages, device modules, iDevHwModel, iDevRes, iDevModel, iDevSysName, iDevSysVer, AppVer, iAppMachOUUID, iAppName,	<p>We only process this data for the purposes of providing the Feature to you, including:</p> <ul style="list-style-type: none"> Identifying suspicious device environments; Confirming SDK compatibility; Detecting of cheating behavior; Locating network problems and determining whether log-in restrictions have been by-passed; Determining whether end users’ device is in debugging mode; Determining whether end users’ device has installed modifiers, gas pedals, virtual machines, special hangers, live software, VPN software; 	<p>We process this information as it is necessary for us to perform our contract with you to provide the Feature.</p>

<p>iAppMainModule, iAppCryptInfo, iAppFileCryptInfo, iScreenCaptured, ios vpn, ios language, iDevIDFV, ios modules</p>	<ul style="list-style-type: none"> ● Detecting cracked applications with tampered game version numbers; ● Detecting applications that have been tampered with/ cracked; ● Detecting cheating behavior; ● Detecting Game Trainers/Modifiers, Speed hack tools, Customized Cheats <p>Upon your request, we are able to store the data collected on Tencent Cloud (Tencent Big Data Suite, TencentDB for MySQL, Elasticsearch Service, TencentDB for Redis), Google Cloud, and/or Microsoft Azure.</p>	
<p>Cheat Tool Detection Information: Screenshots of the product/service that incorporates the Feature from end users’ perspective (does not contain sensitive information)</p>	<p>We use this information to review and determine whether end users have cheated in the product/service that incorporates the Feature and provide end users with a safer in-game environment .</p>	<p>It is in our legitimate interest to ensure the security of our services and to maintain a fair environment within product/service that incorporates the Feature.</p>

5. HOW WE STORE AND SHARE PERSONAL INFORMATION

As specified in the Privacy Policy.

6. DATA RETENTION

We will retain personal information in accordance with the following:

Personal Information	Retention Policy
<p>Device Information & Identifiers</p>	<p>Stored for up to 30 days.</p>
<p>Cheat Tool Detection Information</p>	<p>Automatic deletion after 7 days if assessed/ determined that there is no cheating behavior.</p> <p>Following determination of cheating behavior, stored for 3 years .</p>

Mobile Game Hardening and Anti-Cheating Service Level Agreement

Last updated: 2024-08-06 16:34:48

For details, see [Mobile Game Hardening and Anti-Cheating Service Level Agreement](#).

Economic Risk Management Service Level Agreement

Last updated: 2024-11-01 14:15:47

For details, see [Economic Risk Management Service Level Agreement](#).

Content Moderation Service Level Agreement

Last updated: 2024-11-01 14:18:35

For details, see [Content Moderation Service Level Agreement](#).