

TrackSim – Privacy Policy

Inside this policy, Omnibyte Technologies Limited trading as TrackSim explains what, how and why we collect certain information. We don't sell information to third parties unless otherwise specified.

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1. Basics

1.1 Definitions: When we say, "we", "us", "company", "Omnibyte", "TrackSim" we are referring to Omnibyte Technologies Limited. When we say, "you", "driver" or "member", we are referring to the user of our services.

1.2 Consent: You must consent to the required cookies and other data processing required by our services. We do not use marketing cookies. We abide by the laws in your local area including the United Kingdom General Data Protection Regulation (UK GDPR) and European Union General Data Protection Regulation (EU GDPR). As per UK GDPR and EU GDPR, you must be a minimum of 13 years old to provide consent to use our services. If you are aged, 13 to 16 years old inside the European Union, you must have parental consent.

1.3 Changes: If there are any changes to this policy, they will be posted here and will be effective on the date on which they are posted.

1.4 Questions: If you have questions regarding this privacy policy or wish to delete your account data, please contact gdpr@omnibyte.tech.

2. What data we collect

TrackSim collects a wide range of data including Steam Information, billing information and data collected from SCS Software SDK from our Tracking software. You agree that by downloading our Tracking Software that we can store process and share your SCS Software SDK information and public Steam Information with 3rd parties which your Steam account has been connected to.

Our 3rd Parties agree to store the information shared with them via our API, Webhook system and Websocket system in line with this policy.

We may get information about how and when you use the service. This information may include your IP Address, Device ID, time, data and browser used.

TrackSim uses Google Analytics to process data for training and marketing purposes. By using our website, you agree to allow Omnibyte Technologies Limited to use this data anonymously.



TrackSim reserves the right to collect non anonymized when an error occurs within our tracking software. This data is stored as a Discord Webhook message in line with their Privacy Policy available: <https://discord.com/privacy>.

Omnibyte Technologies Limited uses cloudflare when you connect to tracksim.app domain, you agree for Omnibyte Technologies Limited to track information as per Cloudflare Privacy Policy located here: <https://cloudflare.com/en-gb/privacypolicy/>.

TrackSim uses Sentry to track logs of anonymized and non-anonymized data within our system when an error occurs. This is stored via a third-party service called Sentry and processed as per their privacy policy here: <https://sentry.io/privacy/>.

TrackSim uses Stripe to manage all subscriptions and billing information. This is stored in line with Stripe's privacy policy located here: <https://stripe.com/gb/privacy>.

For further details regarding what information we collect, please contact our email address on gdpr@omnibyte.tech.

3. How we store your information

All data is stored permanently. Personal Information can be deleted upon request. We reserve the right to keep all billing information for financial processing and Tax reasons.

4. How we share your information

As a data processor, the data on our system isn't the final place for this data and we share all data collected (excluding Billing information) with 3rd parties. 3rd parties have the right to request data from our systems. These 3rd parties must follow this privacy policy at all times when handling your data.

5. Data Retention Policy

Omnibyte Technologies Limited has a backup system in place which backups all data every 24 hours. These daily backups are stored for 7 days after the backup was taken. The final backup of each month is stored up to 365 days after the backup was taken.

We reserve the right to store route data permanently as these files include no personal information and are owned by TrackSim.

6. How we protect your information

Omnibyte Technologies takes pride in the protection of your information and all our services use encryption to ensure your information is fully protected. High-level information editing and viewing are protected behind Omnibyte Technologies Firewalls, and we use multifactor authentication where possible for extra protection. We also limit access to information to the staff members who need it. You can help to protect your account by enabling multifactor authentication within your account settings.

7. International data transfers

Omnibyte Technologies Limited is based in the United Kingdom, we process and store information on servers based in the United Kingdom. We follow all guidelines in the United Kingdom GDPR laws and the European Union GDPR Laws. You agree that your data may be

accessible outside of these protection zones and could be processed worldwide before being stored in servers based in the United Kingdom.

8. California Privacy Rights

In additions to the rights Omnibyte Technologies has explained in this policy, California residents have extra rights regarding their Permission Information. California residents are entitled to request and obtain from us, once a calendar year, information about the Personal Information we shared, if any, with other businesses for marketing uses. If applicable, this information would include the categories of Personal Information and the names and addresses of those businesses with which we shared such personal information for the immediately prior calendar year (e.g., requests made in the current year will receive information about the prior year). To obtain this information please contact us.

9. Data Protection Officer

The data protection company for TrackSim is Omnibyte Technologies Limited. They are the responsible party and company that manages and updates this policy.

The Data Protection Officer for Omnibyte Technologies Limited is Nathan Powell and can be contacted at gdpr@omnibyte.tech.

The registered company address for Omnibyte Technologies Limited is 85 Great Portland Street, London, United Kingdom, W1W 7LT with a registered United Kingdom company house number of 13907064. An Information Commissioners Office Certificate as per the United Kingdom Data Protection law can be found [here](#).

Last Updated: 7th February 2025