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Legal information

GENERAL LEGAL INFORMATION

This website is edited by Ubisoft EMEA, a French SAS company registered under the number 432 573 624 (Créteil registry) and having its registered address at 2, avenue Pasteur 94160 Saint Mandé, France.

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HOW TO CONTACT US

1. You are a player?

We recommend that you use our Ubisoft Help portal, which:

- will provide you with efficient FAQs to answer the most recurring questions faced by our users,
- will enable you to ask us questions about our products and the potential issues you encounter,
- will enable you to

  report to us content or behaviors you saw in our games and services, including illegal ones, through this **dedicated contact flow**. Such form will enable you to choose the type of disruptive content you faced and then provide additional information and attachments if needed.

You can also report to us other players directly through our games using the "Report" option.

2. You are a law enforcement authority?

If you are representing a law enforcement authority from a country of the European Union and want to send us:

- a request to act against one or more specific items of illegal content, please always include in your request all the elements mentioned in Article 9 of the Digital Services Act, ie.:
  - a reference to the legal basis under Union or national law for the request,
  - a statement of reasons explaining why the information is illegal content, by reference to one or more specific provisions of Union law or national law in compliance with Union law,
  - information identifying the issuing authority,
  - clear information enabling us to identify and locate the illegal content concerned, such as one or more exact URL and, where necessary, additional information,

    - information about redress mechanisms available to us and to the recipient of the service who provided the content,
    - where applicable, information about which authority is to receive the information about the effect given to the requests.

- a request to provide specific information about one or more specific individual recipient of our services, please always include in your request all the elements mentioned in Article 10 of the Digital Services Act, ie.:
    - a reference to the legal basis under Union or national law for the request,
    - information identifying the issuing authority,
    - clear information enabling us to identify the specific recipient(s) on whom information is sought, such as one or more account names or unique identifiers,
    - a statement of reasons explaining the objective for which the information is required and why the requirement to provide the information is necessary and proportionate to determine compliance by the recipients of our services with applicable Union law or national law in compliance with Union law, unless such a statement cannot be provided for reasons related to the prevention, investigation, detection and prosecution of criminal offences,
    - information about redress mechanisms available to us,
    - where applicable, information about which authority is to receive the information about the effect given to the requests.

Please also note that:

- requests should

  always take the form of a mandate or reference document with an official seal and signature

  of the law enforcement authority's agent or representative contacting us, for us to verify the lawfulness of the request,

- requests should only require us to provide information already collected for the purposes of providing our services and which lies within our control,
- you should limit the territorial scope of your requests to what is strictly necessary to achieve their objective,
- requests should be transmitted to us

  in English or French

  , or in your language provided you also send us a translation in English,

- requests should be sent to the point of contact email address: govrequests@ubisoft.com.

PLEASE NOTE THAT SUCH EMAIL ADDRESS SHOULD ONLY BE USED BY LAW ENFORCEMENT AUTHORITIES. WE RESERVE THE RIGHT TO ACT AGAINST ANYONE USING THIS EMAIL ADDRESS TO CONTACT US IN BAD FAITH, AS THIS COULD PREVENT US FROM ANSWERING LEGITIMATE LAW ENFORCEMENT AUTHORITIES' REQUESTS EFFICIENTLY.

TRANSPARENCY REPORT

In accordance with Regulation (EU) 2022/2065 of October 19, 2022 on a single market for digital services (DSA), Ubisoft publishes a transparency report. It presents the measures put in place to improve online safety and the actions taken in the event of inappropriate behavior, particularly in the event of non-compliance with our Code of Conduct and the principles of our Fair Play Program. The full report is available in **English** and **French.**

Transparency report 2026 - English	Transparency Report

Transparency report 2026 - French	Rapport de Transparence
Transparency report 2025 - English	https://www.ubisoft.com/legal/documents/transparencyreport/en-US?version=1.0
Transparency report 2025 - French	https://www.ubisoft.com/legal/documents/transparencyreport/fr-FR?version=1.0