
Responsible Gambling Policy

1. Document History

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3. Policy Statement

Gravity Unleashed BV (“the Company, us, we”) is committed to a responsible approach to gambling and has implemented measures outlined in this policy to promote and ensure responsible gambling. The Company contends that the industry, government, and the community share a collective responsibility to help prevent the emergence of gambling-related issues and to guarantee that support services for problem gambling are accessible to individuals needing assistance.

For most people, gambling is a pleasurable leisure activity and an enjoyable form of entertainment. The Company recognises that for a small number of individuals, gambling can negatively impact their lives. Consequently, the Company has developed this Responsible Gambling Policy (the “Policy”), which outlines specific practices we adopt when providing services to our customers.

The Company supports and promotes responsible gambling while remaining informed about the industry’s initiatives concerning problem gambling. In line with this commitment, the Company contributes annually to one or more organisations focused on researching the prevention and treatment of gambling-related harm; developing harm prevention strategies; and/or identifying and funding treatment for those adversely affected by gambling.

As part of the Company’s problem gambling initiative, all staff receive responsible gambling training during the induction process and annually thereafter.

4. Responsible Gambling

Responsible gambling involves engaging in gambling in a way that mitigates the potential harm associated with it reduced.

The Company respects our customers' rights to enjoy our services and to take responsibility for their own conduct, while also acknowledging our responsibility to provide appropriate information that may assist them in managing their gambling.

The Company aims to ensure that customers make informed decisions about gambling and if that customer requires assistance, to facilitate their access to gambling help services.

5. Problem Gambling

Problem gambling occurs when there is a lack of control over gambling, particularly the scope and frequency of gambling and the amount of recreational time spent gambling.

Gambling may have become a problem if you find you are:

- Spending more money and time on gambling than intended
- Starting to lie about your gambling habits and hiding them from other people
- Borrowing money to pay for general living expenses – e.g. utility bills, basic groceries
- Losing interest in any activity other than gambling
- Finding your work or home life is being affected
- Feeling unable to take breaks when gambling for prolonged period
- Neglecting your own welfare and that of your family

The negative impacts may include:

- Extreme financial losses relative to their sources of income
- Adverse personal effect on the customer, his or her family and friends
- Adverse effect on employers and work performance.

The Company's aim is to achieve equilibrium in the provision of gambling services, taking into account those customers who enjoy our services and use them as a form of entertainment, the well-being of our customers who have an acknowledged gambling problem, their families and the community at large.

6. Age Verification

To comply with CGA requirements, the Company enforces strict age verification. All users must confirm they are 18+ during registration. Government-issued ID verification is required prior to the first withdrawal. Any accounts found to belong to minors will be closed and deposits refunded.

7. Cooling-Off and Self-Exclusion Periods

Cooling-off and Self-exclusion are recognised by the gambling industry as a way for players to control their gambling. The Company offers both facilities to help those customers who feel that their gambling is out of control and want our assistance to help them stop.

The Company will offer players a 24-hour cooling-off period during which no wagers can be placed. Players can enable this from their account settings. The account remains open for withdrawals, but marketing messages are blocked.

It is also the Company's policy to close an account which shows signs of a gambling problem, for example, if a customer mentions that he/she has financial difficulties as a result from overspending on gambling, this will indicate that the customer has a gambling problem, and the customer support team would enquire further and take appropriate action.

Any person wishing to self-exclude from our services can obtain information from the Company by contacting customer support by:

- Live chat
- Customer Support email

Or by clicking the responsible gambling link on the footer of the website(s):

8. Self-Exclusion via Online

The Company offers various self-exclusion options through the "My Account" feature.

This section enables customers to close their account and take a brief break for a minimum of 24 hours. After the initial 24-hour break, the user will have the opportunity to extend the temporary self-exclusion for the following durations within the next 24 hours:

- 1 week
- 1 month
- 6 months
- Permanently

While their account is closed:

- a. The user will not receive marketing or promotional emails, and
- b. any attempt to open a new account will also be blocked or closed as duplicate accounts are detected.
- c. Bets will stand, and any winnings will be available for withdrawal after the self-exclusion period has expired.

The Company has two options to notify the customer that there is a balance and pending bets and advise:

- a. If the customer wishes to wait for those to be withdrawn or finalized.
- b. Allow users to apply self-exclusion. In this case, as stated above, winnings will be available for withdrawal after the self-exclusion period has expired.

10. Self-Exclusion via Chat, E-mail

Upon receiving a request to self-exclude through these methods, Customer Support must verify their identity by asking a random selection of security questions:

1. What is your username?
2. What was the amount of your last deposit?
3. When did you order your last withdrawals?

Responses to the examples provided above do not need to be exact; approximate answers are acceptable.

11. Deposit and Stake Limits

The Company allows users to set a deposit limit in the My Account section to manage their gambling funds.

Limits can be set up as:

- Daily
- Weekly
- Monthly

Users may select:

- a. if the Limit will affect Deposits or Wager amount
- b. Any amount for the desired period

12. Self-Assessment Tools

Players are encouraged to assess their gambling habits regularly. The Company provides a self-assessment quiz (e.g. Gamblers Anonymous 20 Questions). Transaction history for the past six months is also available in the user account.

13. Behaviour Tracking and Intervention

The Company monitors user activity to detect problematic gambling behaviours, such as sudden deposit increases, repeated failed transactions, or reversed withdrawals. At-risk users are informed of available Responsible Gaming tools and may be subject to account limitations or exclusion if necessary.

14. Marketing and Advertising Compliance

The Company ensures that marketing does not target vulnerable individuals or portray gambling as a solution to problems. All promotions include clear terms and a responsible gambling message. Affiliate partners must adhere to these standards.