

Know Your Customer (KYC) Policy

1. Introduction

Sunrise Worldwide Solution N.V. ("the Company") is committed to protecting the privacy and security of our users while adhering to relevant laws and regulations, including anti-money laundering (AML), counter-terrorism financing (CTF), and data protection requirements such as the EU General Data Protection Regulation (GDPR).

This policy outlines how we collect, use, verify, and retain customer information in compliance with applicable legal obligations and industry best practices. We may update this policy from time to time and recommend users review it regularly.

If we are unable to confirm that you are at the Legal Age then we may suspend Your Account. If a fact that you were under the Legal age at the time you made any gambling or gaming transactions, then: Your Account will be closed; all transactions made during that time will become void, and all related funds deposited by you will be returned in amount; any winnings which you have accrued during that time will be forfeited from you and you will be required to return to us all funds that were withdrawn from Your Account.

For inquiries, contact us at: sunriseworldsolution@gmail.com.

2. KYC Objectives

The KYC process ensures that:

- Users are properly identified and verified.
- Accounts are not used for illegal activities.
- Regulatory and licensing obligations are fulfilled.

3. User Identification Requirements

The Company shall collect and verify the following information before activating a user account:

- Full legal name
- Date of birth (must be 18 or older)
- Place of residence
- Citizenship
- Valid email address
- Government-issued ID number (if applicable)

4. Acceptable Identification Documents

Primary documents:

- Government-issued photo ID (passport, national ID, driver's license)

- Proof of address (e.g., utility bill, bank statement, no older than 3 months)

Additional documents (if required):

- Secondary ID (driver's license, military ID, etc.)
- Selfie with ID and a date-stamped note
- Credit/debit card photo (first 6 and last 4 digits visible; CVV must be hidden)

5. Source of Funds Verification

To comply with AML/CTF regulations, users may be required to submit evidence of the origin of funds used for gaming. Acceptable documents include:

- Payslips, dividend vouchers, or pension statements
- Bank statements showing regular deposits
- Trust deeds or official payment awards

6. FATF Compliance and High-Risk Jurisdictions

Users from jurisdictions listed by the Financial Action Task Force (FATF) as high-risk and non-cooperative will be denied access to our services. This includes, but is not limited to:

- Afghanistan, Iran, North Korea, Myanmar, Syria, Yemen
- Other countries identified on FATF's official list (subject to updates)

7. Politically Exposed Persons (PEPs)

The Company screens for PEPs, including their family members and associates. A risk-based approach is applied to any identified PEP. High-risk PEPs may be denied service or subject to enhanced due diligence (EDD).

8. Use and Retention of Personal Information

We process personal data only:

- To fulfill contractual obligations
- To meet legal/regulatory requirements
- With the user's consent
- When it is in our legitimate interest, without infringing user rights

Personal data is stored securely and retained for a minimum of 6 years post-account closure or last user interaction, in line with legal obligations.

9. User Rights Under Data Protection Laws

Users may:

- Access or correct their personal data
- Request deletion or restriction of processing
- Object to processing or request data portability
- Withdraw consent (where processing is based on consent)

To exercise these rights, users may contact us at: sunriseworldsolution@gmail.com.

10. Account Restrictions and Termination

We reserve the right to restrict withdrawals or suspend an account during verification. Accounts may be terminated if:

- Provided data is false, incomplete, or inconsistent
- User is underage or otherwise ineligible
- Suspicious or illegal activity is detected

11. Duplicate and Anonymous Accounts

Anonymous accounts are not permitted. Duplicate or related accounts may be closed, winnings forfeited, and deposits returned where traceable. Linked accounts must be disclosed.

12. Marketing and Affiliates

Users may opt-in to receive marketing via email or site preferences. If a user registers via an affiliate, their activity may be shared with the affiliate under strict confidentiality. Users may request changes to their affiliate status by contacting support.

13. Cookies

We use cookies for website functionality, analytics (Google Analytics), and affiliate tracking. Cookies do not store sensitive personal data.

14. Policy Enforcement and Final Provisions

The Company reserves the right to:

- Deny service to anyone suspected of violating this policy
- Request additional documents at any time
- Amend this policy to meet evolving legal requirements

For questions or complaints, users may contact the Company or the Information and Data Protection Commission (IDPC).

By registering an account, you agree to this KYC Policy and authorize the Company to perform all necessary identity and risk checks as required by law.

