

RESPONSIBLE GAMING POLICY

1. INTRODUCTION

We, at Segurobet, support responsible gaming and are committed to providing a transparent, safe and responsible environment for gaming and betting, promoting awareness of the risks associated with inappropriate behavior. We recommend that anyone accessing our platform ("User") read this Policy carefully before using it. Betting and gaming are entertainment and should not be considered as sources of income or investments.

This Policy reflects our commitment to preventing and mitigating the negative effects related to gambling, in accordance with the legislation applicable to the sports betting sector. The rules contained herein are based on three fundamental pillars, namely: User safety, game safety, and protection against gambling addiction. In addition to working with research institutes, associations and therapy institutions, Segurobet promotes ongoing educational campaigns and regular alerts. These campaigns, always in accordance with current legislation, reinforce safe practices, encourage the use of control tools (such as self-exclusion and betting limits) and promote gambling as a leisure activity.

2. COMMITMENT TO RESPONSIBLE GAMING

It is essential that all Users understand the importance of responsible gaming. Our goal is to ensure that the use of the platform occurs in a conscious and controlled manner, respecting each person's limits and prioritizing their well-being. Gaming should be seen as a form of entertainment, and not as a means of generating income or a solution to financial problems. It is essential that you, the User, establish personal limits and recognize when gambling may become a concern.

Guidelines for Responsible Gaming Users

- Only play or bet what you are willing to lose: Use our Control Tools to consciously manage the amount used on our platform.
- Understand the products and services before betting: Check the rules of each game or bet available on our platform. If you have any questions, contact our team through the User Service Channels.
- Do not play or bet in the presence of minors under 18 years of age: This practice is restricted to adults, aiming at a safe and appropriate environment for everyone.
- Control the time you dedicate to gaming: Use our Control Tools to receive notifications about the time spent using the platform and ensure that your leisure time is balanced.
- Avoid trying to recover losses: This practice can lead to uncontrolled spending. Stay focused on a balanced and fun experience.
- Take regular breaks: Playing continuously can distort the perception of time and space. Our Control Tools allow you to schedule automatic breaks during your activity.
- Avoid gambling under the influence of alcohol or other drugs: These substances can impair your ability to make rational and informed decisions.
- Avoid gambling when you are depressed or upset: Decision-making can be more difficult when you are stressed or emotionally disturbed.
- Balance gambling with other activities: If gambling or betting becomes your only form of recreation, consider taking a break and reevaluating the role of gambling in your life. This reflection helps ensure that the practice remains healthy and enjoyable.

Track your time and spending: Reflect on the amount of time and money you invest. Our Control Tools allow you to monitor your activity, making it easier to manage it responsibly.

3. RISKS AND SIGNS OF DEPENDENCY

It is important that everyone is aware of the risks of addiction, also known as gambling addiction. Gambling addiction, or pathological gambling disorder, is a psychological condition characterized by the compulsion to gamble, even when this practice is already causing personal or family harm. People affected by this condition may lose control over the time and money spent, putting their finances and their emotional and social stability at risk. Being aware of the signs below can help identify possible gambling problems: - Being deeply involved in gambling, so that all your thoughts are only about gambling; - Difficulty controlling the time and spending on gambling; - Gradually increasing the amount spent on gambling; - Needing to gamble to recover financial losses; - Irritation and disappointment when limiting your participation in gambling; - Using gambling as an escape from emotional problems; - Compromising relationships or daily responsibilities; - Lying about your gambling behavior; - Borrowing money to gamble.

It is important to emphasize that diagnoses of gambling addiction can only be made by specialists.

4. USER RIGHTS

Users have the following rights, in order to guarantee a transparent, safe and responsible gaming and betting experience:

4.1 Freedom and Security in Betting: Right to bet freely, without any type of coercion, in a safe and responsible manner.

4.2 Recognition as a Public Service User: The User must be recognized as a public service user, in accordance with Law No. 13,460/2017.

4.3 Control over Personal Data: Right to expressly consent to the processing of your personal data when registering your account.

4.4 Access to SAC: Easy and transparent access to Customer Service (SAC).

4.5 Information about Fixed Odds: Right to be informed about the fixed odds of sporting events and online games offered by the platform.

4.6 Access to Financial History: Access to the complete history of your financial transactions, including details on contributions, withdrawals, bets placed and prizes received. 4.7 Account Closure: Right to close your account on the platform in a simple and unhindered manner.

4.8 Betting Control Options: Right to choose and apply self-control tools, such as alerts, spending limits, pause periods or even self-exclusion, aiming at responsible management of your betting behavior.

4.9 Clear Information on Usage Rules: Access to information in a clear and objective manner on the platform's usage rules, especially regarding the contribution and withdrawal of financial resources.

4.10 Withdrawal of Financial Balance: The User may withdraw, without restrictions, the financial balance available in his/her transactional account, as recorded in the graphic account.

Important Notes:

- **Segurobet Prerogatives:** To ensure the integrity of the operation, Segurobet may refuse, restrict or limit bets, as permitted by law.

- **Fraud and Withdrawal of Balance:** In case of suspected fraud, Segurobet may temporarily suspend the withdrawal of financial balance, always guaranteeing the User the right to adversarial proceedings and full defense.

This information is detailed in our Terms and Conditions of Use of the platform. To access the full document, [click here](#).

5. SELF-CONTROL TOOLS

Our platform offers resources to ensure that Users have a safe and monitored experience, with the aim of preventing addiction and pathological gambling disorders. We encourage all Users to take advantage of these tools to prevent the development of problematic behaviors: - **Spending Limit:** Set maximum deposit and daily spending amounts.

- **Time Control:** Monitor the time you spend playing and set up alerts to be notified about the period of use. Alerts can be set in periods of 10 minutes to 8 hours. This way, you can set a time limit for how long you want to stay connected until you receive an alert for the time of activity.

- **Recess:** Whenever you wish, you can apply a pause period, which can be 24 hours, one week, one month or two months. During this period, you will have access to your account and will be able to make withdrawals; however, games and bets will not be allowed.

- **Self-exclusion:** If you feel the need to take a longer break, we offer the possibility of self-exclusion, with temporary or permanent blocking of access to the account. During this period, you will not have access to your account. The uncommitted balance in national currency of your account will be transferred to a bank account in your name, registered on our platform, upon request for self-exclusion. Your account can only be reactivated by contacting our team, through the User Service Channels, and will be effective 24 hours after the request.

- **Self-assessment:** Use self-assessment tools to reflect on your gaming behavior. This is a useful way to identify patterns and adjust your practice, if necessary. The above tools can be applied on your own or by requesting them from our team, through the User Service Channels.

5.1 Permanent Account Closure:

If you wish to permanently close your account, you must contact our team through the User Service

Channels. After this request, you will be permanently prevented from reopening your account. If you wish to use our platform again, you will be required to register again and go through a new identity and information validation process, as determined by current legislation.

6. USER SECURITY

We adopt measures aimed at protecting our Users, ensuring the appropriate use of the platform, the privacy of personal data and transparency in payment processes. - Protection against gambling addiction We monitor signs of risky behavior and, when identifying signs of addiction, we will limit these Users' access to our products, in addition to directing them to specialized advice and support organizations.

- Self-responsibility as Prevention We understand that self-responsibility is essential in preventing risky behaviors, with the User being responsible for evaluating their involvement and establishing their own limits on the time and money spent on the game. We are committed to providing transparent information, products with clear rules and resources that promote self-control, helping Users make conscious and healthy choices.

- Responsibility in the Face of Problems. We offer games and bets as forms of entertainment. However, for Users who have difficulty assessing risks, controlling their own limits or who develop addiction, we offer support and tools to maintain a safe and responsible environment. In cases where compulsive behaviors are detected, we at Segurobet will take measures to protect the User, including, when necessary, blocking access to products. Our priority is to preserve the well-being of all Users, offering a healthy entertainment environment, respecting each one's limits.

Game Behavior Analysis

Regular Reports

Proactive Interventions

7. COMMUNICATION POLICY WITH BETTERS ON RESPONSIBLE GAMING

Segurobet is committed to maintaining regular communication with bettors regarding responsible gaming practices. Every 90 minutes that the player remains logged into the platform, they will be reminded about the importance of controlling their bets and about the control resources available. Our campaigns and advertisements: - Will not treat gambling as a way of getting rich or as a financial solution, avoiding any message that could induce the idea that betting is a safe way to earn money. - Will not be directed at minors under the age of 18, and all communications will have appropriate filters to ensure that they are only displayed to adults. - Will not promote excessive or irresponsible behavior related to gambling, respecting the principles of responsible gaming. These measures aim not only to comply with legal requirements, but also to reinforce Segurobet's commitment to protecting users and promoting a safe and responsible environment for betting.

DATA

CLASSIFICATION AND ANALYSIS METHODOLOGY

We use analytical tools to monitor and assess the risk profiles of our Users, focusing on identifying signs of addiction and problematic behaviors. Our methodology involves:

9. PROTECTION OF MINORS

Gambling and betting activities are prohibited for minors under the age of 18. We are committed to preventing minors from accessing gambling. To this end, we have implemented the following measures:- Age Verification: All Users must go through a strict age verification process during registration, ensuring that only those over the age of 18 can access our platform.- Zero Tolerance Policy: Any attempt to register by minors will be immediately blocked, and measures will be taken to ensure that no gambling activities occur by such persons.- Education and Awareness: We carry out awareness campaigns to alert parents and guardians to the risks of gambling and the importance of supervising their children's online activities. We recommend installing filtering software that restricts access to content that is unsuitable for minors. We take the restrictions applicable to minors very seriously and count on the support of parents and guardians to offer the best possible protection. It is important that Users keep their account access data (user ID and password) in a safe place. Additionally, we recommend using parental control tools to help protect minors' access.

10. USER SUPPORT CHANNELS

Our commitment is to offer comprehensive support to Users who need guidance and help with issues related to addiction and pathological gambling disorders. To this end, we also provide a support team trained to deal with cases of addiction and gambling disorders, guiding Users to specialized help and offering appropriate resources whenever necessary.

- **24/7 Online Agents:** Availability of trained agents to offer support and guidance to Users at any time of the day or night through the following channels: 0800 400 0024 or soporte@segurobet.com.
- **Support Groups:** Indication of support groups and resources that bettors can use to share experiences and seek mutual help.
- **Guidance on Warning Signs:** We will provide information on behaviors that indicate the possibility of addiction, such as an increase in the time and amounts bet.
- **Counseling Resources:** We will provide information on counseling and psychological support services, facilitating access to professional help, when necessary.

11. PRIVACY AND DATA SECURITY POLICY

We protect the privacy of our Users' data, especially those related to risky behavior. We have implemented additional controls for sensitive data, in compliance with the LGPD. For more information about data processing, see our Privacy Policy [here](#).

12. POLICY UPDATING AND REVIEWING

To ensure that Segurobet's responsible gaming policy remains in line with industry regulations and best practices, it will be reviewed regularly. This periodic update reflects our commitment to continuous improvement and adaptation to legal and social changes.

Feedback Channel for Users: Users have a specific channel to send feedback and suggestions for improvements to our Responsible Gaming Policy. This feedback is evaluated seriously, contributing to the evolution of our approach to user protection. For suggestions and feedback on our Responsible Gaming Policy, please contact us by email:

contato@segurobet.com

All contributions are seriously evaluated and help in the continuous improvement of this Policy.