

Information Security Policy

Castianes B.V.

History of Changes:

Version	Version Date	Author/Reviewer	Approved By
1.0	15.07.2025	CISO	The Board

Two blue ink signatures are visible. The first signature is on the left, and the second is on the right. Both are written in a cursive, stylized script.

Signed By:
e-Management N.V.
Managing Director

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1. GOAL

This policy aims to protect the confidentiality, integrity, and availability of information assets, aligning with Castianes B.V. (Hereinafter — «the Company») business objectives and compliance requirements.

2. LEGAL AND REGULATORY COMPLIANCE

The Company shall maintain its Information Security Management System in compliance with:

- *Article 5.3 LOK (Landsverordening op de Kansspelen) ensuring integrity and reliability of gaming operations.*
- *CGA Licensing Conditions and Guidelines (2025) regarding IT security, data protection, and reporting obligations.*
- *AML/CFT/CPF regulations for secure storage of KYC and transactional records for a minimum of 5 years.*
- *Civil Code of Curaçao for contractual and privacy obligations.*
- *International best practices (ISO/IEC 27001, NIST Cybersecurity Framework).*

3. SCOPE

This Policy applies to all business processes and the Company's Information Assets, which are used to achieve its business goals. This also includes relationships with business partners, contractors, and providers, with whom the Company's Information Assets are used, including electronic, paper, and physical data carriers.

The requirements of this Policy are obligatory for execution by all Users of Information Assets of the Company.

4. TERMS AND ABBREVIATIONS

Information Asset (hereinafter – Asset) - is information itself or objects that contain, process, store, or transmit information, as well as business operations which support the organization's mission and its continuity.

Information security (IS) is a complex of measures aimed at ensuring the protection of information from unauthorized access, use, disclosure, damage, modification, review, validation, record, or destruction. **The purpose of Information security** is to protect the Information Assets of the Company.

The level of information security is defined by the absence of critical risk associated with the leakage of information through unauthorized channels, technical, and unintentional actions with data used in information systems.

ISMS (Information Security Management System) is a part of the overall risk management system of the Company, which is aimed at creating, implementing, storing, operating, monitoring, reviewing, maintaining, and improving Information Security.

The User is a person who uses Information Assets of the Company for the execution of business processes, including employees, contractors, or other third parties who are authorized to use the Assets.

Information security incident - breach or suspected breach of established procedures or requirements of the Company in the areas of Information Security and IS risk management.

Asset registry – a list of assets containing details of the persons who are responsible for every Information Asset, determines the level of criticality of the Asset with respect to the availability, confidentiality, and integrity of the information.

5. PROVISION OF THE COMPANY'S INFORMATION SECURITY

5.1. Information security principles

Information security is an integral part of the Company's Information Assets, which in turn are a business- making tool of the Company. Specifically, this policy aims to protect the confidentiality, integrity, and availability of information assets, aligning with the company's business objectives and compliance requirements.

Information security must ensure the confidentiality, integrity, and availability of all gaming, transactional, and player data in line with the Company's business objectives and the requirements of Article 5.3 LOK and CGA license conditions.

Information security is provided by carrying out appropriate physical, technical, and administrative measures and measures regulated by local legislation, which are supported by the Company's management in an appropriate manner and on the basis of relevant business processes and procedures.

General principles of Information Security over Assets are:

- **Confidentiality:** *to ensure non-disclosure of required information to third parties if such information is classified as restricted;*
- **Integrity:** *to ensure the accuracy of the information and its completeness;*
- **Availability:** *to provide secure access to information at the right time and in the right place.*

Confidentiality, integrity, and availability are the main principles of maintaining the Company's competitiveness, legal compliance, and compliance with the Company's image.

In accordance with the signed NDA, the Company's employees and contractors are prohibited from disclosing or transferring information beyond the "confidential" level, and without an approved business purpose.

The Company's management declares its full support in building information security in the Company and in working with corporate and other parties.

Information security must take into account current and emerging security threats to be able to implement necessary countermeasures and mitigate the risk.

The required level of the Asset's information security is achieved through physical, technical, and administrative controls and actions prescribed by the regulation.

Activities, methods, and practices used for Asset protection should consider the level of economically justified risk and the desired level of the Asset's information security.

Information security is continuously improving, taking into account the objectives of the Company, optimizing IS processes using new security technologies, and improving the effectiveness of existing ones.

All security communications and incident reporting must occur via designated internal channels, documented in the Security Incident Management Procedure. Regulatory notifications will be made to the CGA where required.

6. ROLES AND RESPONSIBILITIES

The Chief Information Security Executive Officer is **responsible** for the implementation, realization, and control of the maintenance of the required level of Information security in the Company.

The Information Security Team is responsible for:

- Coordination of the implementation process of the Information Security Management System in accordance with the requirements of this Policy.
- Control and support of the process of Asset inventory and periodic review of the Asset registry.
- Monitoring and controlling the proper implementation of the requirements of this Policy.
- Coordination and implementation of the IS risk management process and implementation of measures aimed at increasing the level of information security of the respective Asset.
- Training and User consultancy on Information security issues.
- Increase the awareness of employees regarding IS policies and procedures.

The Chief Information Security Executive Officer and the Information Security Team coordinate activities to support Information security as part of a comprehensive security system of the Company.

Information Security Policy regulations are developed by the Information Security Team and other departments in the relevant areas of activity. Permanent control over the implementation, execution, improvement, and maintenance of the Policy regulations in an up-to-date state is entrusted to the Information Security Team.

Managers of all levels (functional groups managers, heads of groups, etc.) are personally responsible for Information security in the subordinate units, as well as for compliance with the requirements of the IS for the Assets that are in scope of their responsibility.

Employees and contractors of the Company as Asset Users should be aware of the requirements of the information security policy and must comply with it.

Users of the Assets must:

- Strictly adhere to the Policy and IS requirements.
- Use the Assets only for the business purposes of the Company.
- Accurately and timely inform about known or suspected security incidents in accordance with the Security Incident Management Policy.

7. SECURITY INCIDENT AND MANAGEMENT REPORTING

All users must immediately report any suspected or actual security incident to the Information Security Team.

The Company will maintain an **Incident Response Plan** in line with ISO 27035.

Any incident that materially affects **player funds, personal data, game integrity, or regulatory compliance** shall be reported to the **CGA within 24 hours** of detection, accompanied by a remediation plan.

All incidents will be logged in the Company's Security Incident Register. A post-incident review will identify the root cause, impact assessment, and corrective measures. Incidents are logged and analyzed to prevent recurrence.

CGA notifications shall be submitted via the CGA Portal or designated regulatory email, with confirmation of receipt retained for audit purposes.

8. ENFORCEMENT

Requirements of all ISMS regulations should be reflected in the formal job descriptions of Users.

The relationships of the Company with third parties that require access, processing, supporting, or managing Information Assets of the Company must comply with the current Policy requirements and be a part of contractual agreements between the parties.

The Company's information technology development strategy, all projects related to information technology, should be consistent with the Information Security Policy.

9. DATA RETENTION AND SECURE DISPOSAL

KYC, transaction, and complaints data are retained for a minimum of 5 years per AML and CGA requirements.

Expired or obsolete data shall be securely destroyed or anonymized in accordance with the Company's Data Retention Schedule.

Backups shall be encrypted and tested periodically to ensure availability for regulatory audits.

10. THIRD-PARTY AND CLOUD PROVIDER SECURITY

All service providers with access to Company information assets must comply with this Policy and CGA requirements.

Critical providers must demonstrate compliance with recognized security standards such as ISO/IEC 27001 or SOC 2, or provide equivalent evidence acceptable to the CGA.

Contracts shall include **confidentiality, data protection, audit, and breach notification clauses**.

The Company reserves the right to perform or request periodic security audits or penetration tests on critical outsourced environments. Due diligence and periodic security reviews shall be conducted for critical vendors, especially those hosting gaming or player data.

11. INFORMATION SECURITY PRINCIPLES

11.1. Efficiency

Resources allocated to maintain corporate Information Security should be commensurate with the risks of information security.

Efficiency should be a part of the process of measurement and evaluation. Results of the efficiency measurement should be communicated to the CEO and the Board.

11.2. Continuous Improvement

Corporate Information Security is a continuous process within the company that should be constantly reviewed and improved to be compliant with the requirements of legislation, contractual obligations, and standards.

11.3. Visibility and Communication

Security decisions, incident resolutions, plans, and results should be timely and clearly communicated to the required audience, top management, employees, contractors, partners, etc., if it will not harm the company or its interests.

11.4. Segregation of Duties

Conflicting duties and areas of responsibility should be segregated to reduce opportunities for unauthorized or unintentional modification or misuse of the company's assets.

Required security measures on the organizational and technical levels should be implemented to support this principle.

11.5. Role-Based Access Control

Access permissions should be assigned based on predefined roles, streamlining the management of user privileges by associating permissions with specific job functions, positions, and business units.

RBAC should enhance security, simplify administration, and ensure users have the appropriate access rights aligned with their roles within an organization.

11.6. Least Privilege

Access to assets should be provided at a level no higher than necessary to enable the performance of tasks. In other words, the principle of "need-to-know" must be implemented in the access control process, where it's possible.

11.7. Defense-in-Depth

This approach aims to mitigate the impact of security breaches by having multiple lines of defense, including physical, technical, and administrative controls.

Implementing multiple layers of diverse security measures across an organization's infrastructure will allow us to create a robust and comprehensive defense against various potential threats.

11.8. Ownership and Responsibility

All assets, risks, requirements, and controls should be defined, documented, and assigned to their owners. Asset owners are responsible for their protection.

By delineating ownership and responsibilities, we can establish a proactive and accountable security culture that enhances the overall protection of assets and sensitive information.

11.9. Personal Responsibility

All employees and users underscore individual accountability for adhering to security policies, safeguarding sensitive information, and actively participating in maintaining corporate security.

By fostering a culture of personal responsibility, we empower individuals to contribute to a collective effort in fortifying cybersecurity defenses.

11.10. Awareness

All employees and users should be informed about the principles and requirements of information security and should be involved in the corporate security management process.

12. BUSINESS CONTINUITY AND DISASTER RECOVERY

The Company shall maintain **backup and disaster recovery plans** to ensure the continuity of gaming services and the protection of player balances.

Critical systems shall have **redundant infrastructure and periodic failover testing**. Disaster recovery and failover procedures shall be tested annually, and a report shall be submitted to senior management confirming readiness to meet RTOs and regulatory expectations.

Restoration tests shall be documented, and recovery time objectives (RTOs) shall meet operational and regulatory requirements.

Backup data shall be encrypted and stored in a secure off-site or cloud location.

13. DOCUMENT REVISION

This Policy shall be reviewed at least annually or sooner if required by changes in regulatory obligations, technology, or the threat landscape.