
Responsible Gaming Policy

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1. Objective

NEWERA INFORMATION TECHNOLOGY NV is strongly committed to establishing a safe and healthy gaming environment for its customers. This policy has the purpose to comply with this commitment. This Responsible Gaming policy includes the set of guidelines, practices and measures aimed at preventing and detecting problem gaming, mitigating the harm regarding risky behavior and encouraging customers to take a responsible approach when it comes to gambling. Furthermore, it is a policy that contains codes of conduct that must be strictly followed by the Company and is structured with policies, procedures and control measures that NEWERA INFORMATION TECHNOLOGY NV has developed and implemented, taking as reference educational knowledge and international best practices in responsible gaming, in order to support Customers and comply with the regulations that establish the minimum requirements regarding Responsible Gaming.

1.1. Introduction

Online Gaming refers to the act of placing bets or wagers on games, sports, or events via the internet. It encompasses a variety of activities, including online casinos, poker rooms, and sports betting platforms, allowing individuals to gamble from the comfort of their residence.

Online gaming can serve as an engaging recreational activity and a way for players to connect socially. However, it is essential to recognize its potential risks — including online safety threats, exposure to toxic behaviour and excessive screen time, therefore It should never evolve into a full-time commitment.

NEWERA INFORMATION TECHNOLOGY NV is based on some strong principles regarding the idea that this sector is sustainable only if the context in which it is conducted is healthy and controlled.

The Company encourages and participates in plans that fight against illegal gaming and companies and people that do not comply with the appropriate regulations for the sector relating to Responsible Gaming.

It is important for players to be aware of the potential social and financial risks associated with problem gambling. Moreover, they also need to be aware that games of chance involving money can lead to losses, and gambling can become addictive if not kept under control.

NEWERA INFORMATION TECHNOLOGY NV encourages all users to gamble responsibly and in moderation.

If players are concerned about gambling habits, support is available. They can reach out to specialist organizations such as [GamCare](#) or [GambleAware](#), confidential help and advice.

1.2.Principles of Responsible Gaming

As an Operator in a regulated sector, NEWERA INFORMATION TECHNOLOGY NV sustain a strong commitment to society and the well-being of its customers. It is for this reason that the Company develops the relevant mechanisms to protect its users and remains cautious to the risks that may be associated with risky gambling practices, such as addictions or the placing of bets that are financially unfeasible.

The Company considers it is essential to create a culture of prevention and knowledge that raises awareness around potential gambling disorders.

In this regard,NEWERA INFORMATION TECHNOLOGY NV is taking action on the promotion of campaigns and preventive actions that encourage Customers to take an assessable approach to gambling.

In addition,NEWERA INFORMATION TECHNOLOGY NV provides mechanisms for Customers to view gaming as a social entertainment activity that can be shared with friends and family.

NEWERA INFORMATION TECHNOLOGY NV prohibits underage individuals/ vulnerable persons from accessing or using the Website. To help enforce this policy, the company implements several protective measures, including KYC (Know Your Customer) procedures.

In addition to this, our Company support parents and guardians in preventing minors from accessing gambling-related content. One effective way to do this is by using internet filtering software such as Net Nanny, CYBERSitter or Internet Content Rating Association. These programs allow:

- Block access to specific websites, including ours
- Schedule and limit the children's internet usage
- Monitor and record the websites the children's visit during their online sessions

1.3.Definitions

- **Responsible Gaming:** This term refers to principles and practices aimed at preventing and addressing reckless behavior around Gaming, in order to protect vulnerable groups.
- **Self-exclusion:** is an event where a player voluntarily bars themselves from all or certain online gaming-related activities with a specific operator. That self-exclusion should apply across all domains and brands operated by the same operator.
- **Cooling Off Period** means a pre-determined period that can comprise hours, days or months which is set by the player during which time the player may not place any wagers whatsoever.
- **Vulnerable Person:** is defined in the Clause 1.1 (h) of the LOK as Under eighteen years

of age; Has no, or insufficient, control over his or her gambling behaviour, because of which he or she is, or threatens to become, addicted to one or more Games of Chance and, as a result, may cause harm to himself or herself or to other people; Has been banned from playing any Game of Chance either by force or at his or her own request; Has been declared bankrupt.

- **Problem Gambling:** a Customer who gambles frequently or even daily, usually spending an amount of money that, on occasion can be excessive, such as causing problems for them. This problem can develop over time, and individuals may continue gambling despite the harm it causes. People with such issues may experience symptoms such as: a strong need to gamble or difficulty resisting the need to gamble; Chasing losses (continuing to gamble in an attempt to recover lost money); Financial difficulties due to gambling debts; Neglecting personal relationships, work, or other important activities; Feelings of guilt or anxiety related to gambling; Spending excessive time gambling, often to the detriment of other life areas.

2. Information Availability

The operator is committed to ensuring that all Customers have clear and unrestricted access to essential information regarding Responsible Gaming and operational policies. A dedicated Responsible Gaming Section is maintained and prominently accessible across all platforms, alongside clear references in the Terms & Conditions, homepage links, and footer information.

Particular emphasis is placed on **Age Verification and access controls**, with robust measures implemented to prevent **vulnerable persons** from accessing the platform. This framework reinforces transparency, regulatory alignment, and ensures that Customers fully understand the policies and protections in place when engaging with the operator.

3. Responsible Gaming Measures

NEWERA INFORMATION TECHNOLOGY NV is committed in promoting responsible gaming and provide several measures to help Players manage or limit their gambling activities on the Website.

3.1.SELF-EXCLUSION

SELF-EXCLUSION allows Customers to block access to their account for a specified period. Self-Exclusion is designed as a permanent measure for the selected period and cannot be revoked prior to its expiry.

a) How it works

Customers may currently request Self-Exclusion by contacting the Customer Support Team. The following durations are available:

- 1 year
- 3 years

All requests are processed by the Customer Support Team and take effect immediately upon confirmation.

The operator, in line with its commitment to regulatory compliance and to providing a safe environment for its Customers, is currently developing a mechanism allowing Customers to submit and manage Self-Exclusion requests directly through their player account. Customers and the relevant authority will be notified once the system becomes fully operational through an update of this policy.

b) Effect of Activation

Upon activation, the following restrictions shall apply immediately and remain in place for the entire duration of the selected period:

- The Customer account is closed and login access is disabled.
- All gambling activity is blocked.
- Deposits will not be possible during this period. Withdrawals remain allowed.
- Marketing and promotional communications are automatically disabled.
- Any antepost bets placed after the Self-Exclusion request and prior to its activation shall be voided, with funds returned to the Customer.
- Ongoing tournaments must be completed.
- Jackpot contributions made prior to Self-Exclusion remain valid in the prize pool, but the Customer is no longer eligible to participate.
- Measures must be in place to prevent the creation of duplicate accounts or circumvention through alternative payment methods.

c) End of the Self-Exclusion Period

Self-Exclusion shall not be considered equivalent to a Cooling Off Period and does not produce the same operational effects. It is irreversible for the entire selected duration.

3.2.COOLING OFF PERIOD

Cooling Off Period enables Customers to temporarily suspend access to gaming activity for a short period of their choice. This mechanism is intended to support responsible gambling behavior by allowing Customers to take a voluntary break from gaming without initiating a full account closure or a formal self-exclusion. The Cooling Off Period does not constitute a Self-Exclusion and does not produce equivalent operational or legal effects.

a) How it works

Customers wishing to take a short break from gambling may request a Cooling Off Period by contacting the Customer Support Team. The following durations are available:

- **24 hours, or**
- **7 days.**

If these options do not meet the Customer's needs, a Cooling Off Period of **up to 3 months** may also be requested and applied accordingly.

b) Effect of Activation

Once the Cooling Off Period is activated, the following restrictions take immediate effect and remain in place for the full duration:

- The Customer may still log in to their account.
- Deposits and wagering are disabled.
- Withdrawals remain permitted.
- **Antepost bets** remain active.
- Any **ongoing poker tournaments** must be completed.
- No bonuses, free play, or incentives may be offered or requested during the cooling-off period.
- If the Customer has opted out of marketing, no promotional materials will be sent during this period.

c) End of the Cooling Off Period

- The account will be automatically reactivated once the Cooling Off Period expires.
- No action is required from the Customer to resume normal activity.

d) Cooling Off Period Adjustment

In the event the Player requests an adjustment to the Cool Off period, the following scenarios will apply:

- **Extensions:** A request to extend the period will take **immediate effect**.
- **Reductions:** A request to shorten the period can only be processed **after a minimum of 24 hours** have passed since activation, unless the current period is due to expire within that timeframe, in which case no adjustment is made.

4. Marketing & Promotions

The operator is focused on ensuring that all marketing and promotional activities are carried out responsibly, with a clear emphasis on protecting **vulnerable persons** and supporting Responsible Gaming principles. Marketing communications are designed to be transparent, easy to understand, and aligned with customer protection objectives.

Promotional offers and bonuses are structured to be clear, with terms and conditions presented in a straightforward manner, ensuring customers can make informed decisions. All third parties involved in marketing, are expected to operate under the same standards and Responsible Gaming framework.

This approach reflects the operator's commitment to transparency, customer protection, and regulatory alignment in all marketing and promotional activities.

5. Training

Training Content- All employees, receives (when necessary/ on a annual basis) updated training on responsible gambling with content including, but not limited to:

- Definitions of common responsible gambling key terms
- Basic principles about gambling
- The company's responsible gambling policies and strategy
- The role each staff member/department plays in contributing to player protection and harm reduction
- Available responsible gambling tools/ procedures (including Limit setting, Self-exclusion/Cool off, Behavior tracking, Reality Check etc.)
- Signs /triggers of problem gambling