

Responsible Gaming Policy

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Approved by:

Right5 Online N.V. Responsible Gaming Policy

1. Declaration of Principles and Unwavering Commitment.

Right5 Online N.V., duly registered with the Curaçao Chamber of Commerce and Industry under registration number 156281, hereby establishes, through this Responsible Gaming Policy, a fundamental pillar of its operation and a reflection of its unwavering commitment to integrity, ethics, and, above all, the comprehensive well-being of its player community. We deeply recognize the multifaceted nature of online entertainment and the inherent responsibility that accompanies the offering of digital gaming platforms.

Our core philosophy lies in the conviction that online gaming should be intrinsically linked to leisure, enjoyment, and a positive experience, never transforming into a source of financial hardship, emotional distress, social isolation, or other negative impacts on the lives of our users. This Policy, therefore, is not merely a formal document, but rather a detailed roadmap of the proactive measures, empowerment tools, and support mechanisms that we meticulously implement to assist our players in exercising conscious control over their gaming activities and to offer robust support to those who may face challenges related to problematic gambling.

We understand that the online gaming landscape is dynamic and constantly evolving. Consequently, this Policy is conceived as a living document, which will be subject to periodic reviews, rigorous evaluations, and strategic updates. This continuous process ensures that our guidelines and practices remain aligned with the latest research, industry best practices, and the changing needs of our players. Any substantial changes to this Policy will be communicated transparently, clearly, and promptly to all our users, reaffirming our commitment to openness and trust.

2. The Fundamental Pillars of Responsible Gaming at Right5 Online N.V.: A Holistic Approach

Our responsible gaming strategy is structured upon a cohesive set of fundamental principles that permeate all facets of our operation:

- **Exhaustive Player Protection:** The safety and well-being of each player constitute the utmost priority in our operations. We implement a comprehensive system of preventive measures to prevent access by underage individuals to our platform and to provide a robust and accessible support system for those who may be vulnerable to developing problematic gambling patterns. This protection extends from initial verification to the continuous monitoring of player behavior.
- **Empowerment Through Control and Autonomy:** We firmly believe that players should be empowered to make informed and conscious decisions about their gaming activities. To this end, we provide a comprehensive suite of self-management tools and detailed information that allows them to set personalized limits and closely monitor their own gambling behavior. We actively foster player autonomy in managing their gaming experience.
- **Radical Transparency and Accessible Information:** We are committed to maximum transparency in all our operations. We provide clear, concise, and easily accessible information about the inherent risks of gambling, the statistical probabilities associated with each game, and the full range of responsible gaming tools we offer. We believe that information is a crucial element for responsible choices.
- **Early Intervention and Comprehensive Support:** We have developed and implemented sophisticated mechanisms for the early identification of subtle signs of gambling behavior that may indicate a problematic development. Once identified, we offer a sensitive intervention system and appropriate referrals to professional help resources, ensuring that the necessary support is available when and where it is needed.
- **Profound Social Responsibility:** We recognize the significant role we play in society and continuously strive to minimize any negative impacts that online gambling may potentially generate. We actively promote a culture of responsible gaming, not only within our platform but also in our interaction with the wider community.

3. Proactive Player Protection Measures: A Robust Framework

Right5 Online N.V. translates its principles into concrete actions through the implementation of a comprehensive set of player protection measures:

- **Enhanced Age and Identity Verification:** We adopt a multifaceted and rigorous age and identity verification process to ensure, with the highest possible accuracy, that only individuals who have reached the legal age for gambling in their jurisdiction can register and participate in our games. This process involves requesting multiple valid identification documents and utilizing highly reliable third-party verification systems, whenever necessary, for an additional layer of security.
- **Granular and Customizable Gaming Limit Controls:** We offer our players the ability to set their own limits for a variety of crucial parameters, including deposit limits (the maximum amount they can deposit within a specified period), spending limits (the maximum amount they can wager), loss limits (the maximum amount they are willing to lose), and session time limits (the maximum duration of a gaming session). These self-limitation tools empower players to exercise proactive and granular control over their gambling habits and financial resources. Players have the flexibility to adjust their limits at any time, with reductions taking effect immediately to promote control, while increases are subject to a reflection period to encourage thoughtful decisions.
- **Comprehensive and Flexible Self-Exclusion Mechanism:** We provide a robust and easily accessible self-exclusion mechanism, allowing players to voluntarily block access to their account and all our gaming services for a defined period (temporary) or indefinitely (permanent). During the self-exclusion period, the Company unequivocally commits not to send any promotional or marketing materials to the player and to implement stringent measures to prevent the player from creating new accounts on our platform.
- **Real-Time Reality Check Alerts:** We implement a system of reality check alerts that periodically inform players, at regular and customizable intervals, about the exact time that has elapsed in an active gaming session. These alerts serve as a constant reminder, helping players to maintain awareness of the duration of their gaming activities and to make informed decisions about continuing or stopping their participation.
- **Detailed and Accessible Information on Responsible Gaming and Associated Risks:** We provide an extensive body of clear, concise, and easily accessible information about the inherent risks of online gambling, the warning signs that may indicate the development of problematic gambling behavior, and a comprehensive list of available help and support resources, including specialized organizations and helplines. This information is strategically located on our website and can be accessed by players at any time, ensuring that the necessary knowledge is always within reach.
- **Continuous Training Program for Staff:** Our customer support team undergoes a continuous and comprehensive training program that thoroughly addresses the principles of responsible gaming, the early identification of warning signs of problematic gambling behavior, the appropriate procedures for interacting with players seeking help, and internal policies for referral to specialized support. This ensures that our team is well-equipped to handle issues related to responsible gaming with sensitivity and effectiveness.

4. Proactive Identification and Sensitive Intervention in Problematic Gambling Behaviors: A Vigilant Approach

Right5 Online N.V. adopts a proactive and vigilant stance in the early identification of gambling behaviors that may indicate a problematic development. We implement a set of measures to intervene sensitively and offer appropriate support to players at risk:

- **Sophisticated Game Pattern Monitoring Systems:** We utilize advanced analytical systems to continuously monitor users' gaming patterns, seeking to identify activities that may suggest at-risk behavior. This includes the analysis of sudden and significant increases in spending, a drastic increase in the frequency of play, attempts to circumvent previously set self-imposed limits, and other relevant behavioral indicators.
- **Proactive and Empathetic Communication Protocols:** In cases where our systems or our team identify potential at-risk behaviors, we implement proactive communication protocols. Our team will contact the player in an empathetic and confidential manner, offering relevant information about responsible gaming and available support resources, without being intrusive or judgmental.

- **Clear Guidelines for Referral to Professional Help:** We maintain clear and up-to-date guidelines for the referral of players who show signs of needing professional help. We provide detailed information about specialized organizations offering treatment and support for gambling problems, including telephone helplines, websites, and support groups. We actively encourage players who may be struggling to seek the support of qualified professionals.

5. The Crucial Responsibility of the Player: An Essential Component

While Right5 Online N.V. is deeply committed to providing a responsible and safe gaming environment, we recognize that the individual responsibility of the player plays an equally crucial role in promoting a healthy gaming experience. We strongly encourage our players to adopt the following practices:

- **Prioritize Gaming as a Form of Fun and Entertainment:** It is essential that gambling is viewed as a leisure and entertainment activity, and not as a strategy to obtain financial gains or a solution to underlying financial problems.
- **Establish and Adhere to Strict Personal Limits:** We emphatically recommend that players set and respect strict limits for their deposits, spending, losses, and time spent gambling before initiating any gaming activity.
- **Maintain Awareness and Control:** It is essential for players to remain vigilant regarding the time and money they dedicate to gambling and to avoid gambling under the influence of alcohol, drugs, or other substances that may impair their judgment.
- **Recognize Warning Signs and Seek Help Promptly:** We encourage players to familiarize themselves with the signs of problematic gambling behavior and not to hesitate to seek professional help as soon as they recognize these signs in themselves or in those close to them.
- **Actively Utilize the Provided Responsible Gaming Tools:** We urge players to familiarize themselves with and actively utilize the various self-limitation and self-exclusion tools offered by the Company as an integral part of our commitment to responsible gaming.

6. Transparent Communication and Active Awareness: A Culture of Shared Responsibility

Right5 Online N.V. is dedicated to fostering a culture of awareness regarding responsible gaming through a variety of effective communication channels:

- **Detailed and Easily Accessible Information on the Website:** Our website contains a comprehensive section dedicated to responsible gaming, where players can find detailed information about the risks associated with gambling, the warning signs of problematic behavior, the support tools we offer, and links to specialized help organizations.
- **Development and Dissemination of Educational Materials:** We are committed to developing and disseminating informative and accessible educational materials on responsible gaming to our player community, utilizing various formats to cater to different learning preferences.
- **Clear and Transparent Communication Regarding Terms and Conditions:** We maintain a policy of clear and transparent communication regarding the terms and conditions of all our games, including detailed information about the rules, the associated odds of winning, and any other aspects relevant to informed decision-making.

7. Commitment to Continuous Review and Improvement: A Journey of Constant Enhancement

Right5 Online N.V. undertakes an unwavering commitment to the continuous review and improvement of this Policy and all our practices related to responsible gaming. We will rigorously monitor the effectiveness of our implemented measures, carefully consider the valuable feedback from our players and experts in the field, and proactively adapt to emerging best practices in the industry to ensure that our commitment to responsible gaming remains consistently relevant, effective, and of the highest standard.

8. Dedicated Contact and Support Channels:

For any questions, concerns, or requests related to this Responsible Gaming Policy or any issues related to gambling problems, our players are encouraged to contact our dedicated customer support team through the various communication channels prominently displayed on our website. Our team is fully prepared and available to offer comprehensive information, empathetic support, and specialized guidance.

At Right5 Online N.V., we firmly believe that through continuous collaboration and a shared commitment between the company and its valued players, we can cultivate and maintain an online gaming environment that is inherently safe, responsible, and sustainable for all. By adhering to the principles and detailed guidelines within this Policy, we reaffirm our profound and enduring commitment to the comprehensive well-being of our player community and to the promotion of a culture of conscious, controlled, and, above all, responsible gaming