

New Domain Application Form Hollycorn N.V.

This application is to add a new domain name into Hollycorn N.V. sub-license.

Operating Company: Hollycorn N.V.

Registration Number: 144359

Registration Date: 29.07.2024

License: 8048/JAZ2019-015

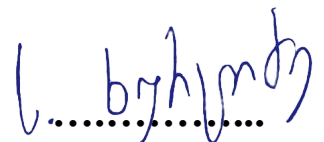
Registered Address: Scharlooweg 39, E-Commerce Park, Curaçao

All funds are 100% controlled and owned by Hollycorn N.V.

Hollycorn N.V. is taking full care of customer support and protection, responsible gaming, AVS and AML control and protection.

Sophio Khurtsidze, Hollycorn N.V. Director

Application

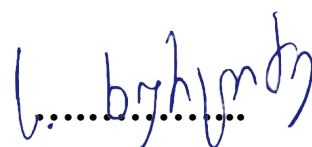

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Application form:

Domain URL to add	https://slotmafia.com/
Domain Owner	Hollycorn N.V.
Software to be used	SoftSwiss online casino software
Website Status	In development
Website localizations to be used	EN, DE, NO, en-CA, fr-CA, en-NZ, IT
Accepted Currencies	• EUR, USD, NOK, CAD, NZD, JPY, BRL • BTC, ETH, LTC, BCH, DOG, USDT, BNB, ADA, TRX
Target Markets	DE, NO, AT, CA, NZ, CH, IE, IT

Sophio Khurtsidze, Hollycorn N.V. Director



Application

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Proof of domain ownership as provided by [Domain Registrant, i.e. GoDaddy]:

slotmafia.com

Domain

Products

Sharing & Transfer

Advanced DNS

STATISTICS & VALIDITY

7

ACTIVE

Dec 28, 2025 - May 1, 2025

AUTO-RENEW

ADD YEARS

Withheld for Privacy

7

PROTECTION

Dec 28, 2025 - Dec 28, 2024

AUTO-RENEW

ADD YEARS

SHOW DETAILS

PremiumDNS

7

Enable PremiumDNS protection in order to switch your domain to our PremiumDNS platform. With our PremiumDNS platform, you get 100% DNS uptime and DDoS protection at the DNS level.

BUY NOW

NAMESERVERS

7

Custom DNS

doug.ns.cloudflare.com

serena.ns.cloudflare.com

ADD NAMESERVER

REDIRECT DOMAIN

7

You can create redirects via your DNS provider or your Namecheap account. To perform this function from your account, you must first change your nameservers to Namecheap default.

Learn How ->

REDIRECT EMAIL

7

You can create redirects via your DNS provider or your Namecheap account. To perform this function from your account, you must first change your nameservers to Namecheap default.

Learn How ->

PRIVATE EMAIL

Our private cloud is a secure, reliable solution for your email needs. All of our Private Email plans come with a fast, lightweight webmail interface for managing your email, contacts and calendar.

BUY NOW

DOMAIN CONTACTS

Each domain registered must include contact details. These are stored in a public WHOIS database so that the domain owner can be contacted, as needed. We call them "Domain Contacts" (aka. Whois Contacts). Customers have the ability to edit them.

Learn more about personal domain contacts

Registrant Contacts

Nathaniela Kwidama

Hollycorn N.V.

Scharlooweg 39

E-Commerce Park, E-Commerce Park

95580

CW tel: +599.95142957

support@slotmafia.com

EDIT

Administrator Contacts

Nathaniela Kwidama

Hollycorn N.V.

Scharlooweg 39

E-Commerce Park, E-Commerce Park

95580

CW tel: +599.95142957

support@slotmafia.com

EDIT

Technical Contacts

Nathaniela Kwidama

Hollycorn N.V.

Scharlooweg 39

E-Commerce Park, E-Commerce Park

95580

CW tel: +599.95142957

support@slotmafia.com

EDIT

Billing Contacts

Nathaniela Kwidama

Hollycorn N.V.

Scharlooweg 39

E-Commerce Park, E-Commerce Park

95580

CW tel: +599.95142957

support@slotmafia.com

EDIT

OTHER DOMAIN SETTINGS

Parking Page

TURN ON

Sell Domain

List a domain on the Marketplace

SELL DOMAIN

Sophio Khurtsidze, Hollycorn N.V. Director

Application

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Website Terms and Conditions

Effective from: {date} 07.07.2024

Last updated: {date} 07.07.2024

Version: 2.5

1. GENERAL

Before using our website, please read these Terms and Conditions carefully. By registering a Player Account with the website you **agree and** confirm your consent with the Terms and Conditions.

The website www.slotmafia.com ("Casino", "Website", "Company", "We", "Us", "Our") is owned and operated by Hollycorn N.V., a company registered and established under the laws of Curaçao, with registration number 144359 and registered address at Scharlooweg 39, Willemstad, Curaçao, and its wholly-owned subsidiary, Libergos Limited, registered in Cyprus with registration number HE 371971 and registered address Boumpoulinas, 1-3, BOUBOULINA BUILDING, Flat/Office 42, 1060, Nicosia, Cyprus. Hollycorn N.V. is licensed and regulated by Antillephone N.V. (license no. 8048/JAZ2019-015).

It is the player's sole responsibility to inquire about the existing laws and regulations of the given jurisdiction for online gambling.

2. CHANGES TO TERMS AND CONDITIONS

The Casino reserves the right to unilaterally change these Terms and Conditions when such need occurs. We will do our best to notify our players of any significant changes by email. However, we do recommend all players to revisit this page regularly and check for possible changes.

3. WHO CAN PLAY

The Casino accepts players only from those countries and geographic regions where online gambling is allowed by law. It is the player's sole responsibility to inquire about the existing gambling laws and regulations of the given jurisdiction before placing bets on the website.

The Casino accepts strictly adult players (the minimum age is 18) and players who have reached the age specified by the jurisdiction of player's place of residence as eligible for online gaming. It is the player's sole responsibility to inquire about the existing laws and regulations of the given jurisdiction regarding age limitations for online gambling.

It is entirely and solely your responsibility to enquire and ensure that you do not breach laws applicable to you by participating in the games. Depositing real funds and playing for real money is subject to the laws of your country, and it is your sole responsibility to abide by your native regulations.

The Company reserves the right to ask for proof of age from the player and limit access to the Website or suspend the Player Account to those players who fail to meet this requirement.

Any bonuses are not available to players from Sweden, including participation in any kind of promotional programs, receiving VIP rewards, as well as exchange of comp points.

Users from the following countries and their territories ("Restricted Countries") are not allowed to deposit and play real money games: Afghanistan, Åland Islands, Albania, Algeria, American Samoa, Andorra,

Angola, Anguilla, Antarctica, Antigua and Barbuda, Argentina, Armenia, Aruba, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belgium, Belize, Benin, Bermuda, Bhutan, Bolivia, Bonaire, Bosnia and Herzegovina, Botswana, Bouvet Island, British Indian Ocean Territory, Brunei Darussalam, Bulgaria, Burkina Faso, Burundi, Cabo Verde, Cambodia, Cameroon, Cayman Islands, Central African Republic, Chad, Chile, China, Christmas Island, Cocos (Keeling) Islands, Colombia, Comoros, Congo, Democratic Republic of the Congo, Dutch West Indies, Cook Islands, Costa Rica, Croatia, Cuba, Curaçao, Czech Republic, Côte d'Ivoire, Djibouti, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Falkland Islands (Malvinas), Faroe Islands, Fiji, France, French Guiana, French Polynesia, Gabon, Gambia, Georgia, Ghana, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guernsey, Guinea, Guinea-Bissau, Guyana, Haiti, Hawaii, Heard Island and McDonald Islands, Holy See (Vatican City State), Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Iran, Iraq, Isle of Man, Israel, Jamaica, Jersey, Jordan, Kenya, Kiribati, Kyrgyzstan, Lao People's Democratic Republic, Latvia, Lebanon, Liberia, Libya, Liechtenstein, Lithuania, Macao, Macedonia, Madagascar, Malawi, Malaysia, Maldives, Mali, Marshall Islands, Martinique, Mauritania, Mauritius, Mayotte, Mexico, Micronesia, Moldova, Monaco, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Netherlands, Nepal, New Caledonia, Nicaragua, Niger, Nigeria, Niue, Norfolk Island, North Korea, Northern Mariana Islands, Oman, Pakistan, Palau, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Pitcairn, Poland, Portugal, Puerto Rico, Qatar, Republic of the Congo, Réunion, Romania, Rwanda, Saint Barthélemy, Saint Helena, Saint Kitts and Nevis, Saint Lucia, Saint Martin (French part), Saint Pierre and Miquelon, Samoa, San Marino, Sao Tome and Principe, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Singapore, Sint Maarten (Dutch part), Slovakia, Solomon Islands, Somalia, South Georgia and the South Sandwich Islands, South Korea, South Sudan, Spain, Sri Lanka, St Eustatius And Saba, Suriname, Svalbard and Jan Mayen, Swaziland, Sweden, Syrian Arab Republic, Taiwan, Tajikistan, Tanzania, Thailand, Timor-Leste, Togo, Tokelau, Tonga, Trinidad and Tobago, Tunisia, Turkey, Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, United Kingdom, United States of America, United States Minor Outlying Islands, Uruguay, Uzbekistan, Vanuatu, Venezuela, Vietnam, Virgin Islands, Wallis and Futuna, Western Sahara, Yemen, Zambia, Zimbabwe. The Casino cannot guarantee successful processing of withdrawals or refunds in the event that player breaches this Restricted Countries policy.

4. AVAILABILITY OF GAMES

Please bear in mind that some games may be unavailable in certain jurisdictions, as required by the policies of game providers which may change from time to time.

Using VPN to bypass provider's block is strictly prohibited and may lead to confiscation of winnings.

1. Absolute Restriction

NetEnt will not permit NetEnt Casino Games to be supplied to any entity that operates in any of the below jurisdictions (irrespective of whether or not NetEnt Casino Games are being supplied by the entity in that jurisdiction) without the appropriate licenses.

Belgium, Bulgaria, Colombia, Croatia, Czech Republic, Denmark, Estonia, France, Italy, Latvia, Lithuania, Mexico, Portugal, Romania, Spain, Sweden, Switzerland, United Kingdom, United States of America.

2. Blacklisted Territories

All NetEnt Casino Games may not be offered in the following territories:

Afghanistan, Albania, Algeria, Angola, Australia, Bahamas, Botswana, Belgium, Bulgaria, Colombia, Croatia, Czech Republic, Denmark, Estonia, Ecuador, Ethiopia, France, Ghana, Guyana, Hong Kong, Italy, Iran, Iraq, Israel, Kuwait, Latvia, Lithuania, Mexico, Namibia, Nicaragua, North Korea, Pakistan, Panama, Philippines, Portugal, Romania, Singapore, Spain, Sweden, Switzerland, Sudan, Syria, Taiwan, Trinidad and Tobago, Tunisia, Uganda, United Kingdom, United States of America, Yemen, Zimbabwe.

3. Blacklisted Branded Games Territories

The followed NetEnt Braded Games have some further restrictions in addition to the Blacklisted Territories set out above:

3.1 In addition to the jurisdictions set out in paragraph 2, Planet of the Apes Video Slot must not be offered in the following territories:

Azerbaijan, China, India, Malaysia, Qatar, Russia, Thailand, Turkey, Ukraine.

3.2 In addition to the jurisdictions set out in paragraph 2, Vikings Video Slot must not be offered in the following jurisdictions:

Azerbaijan, Cambodia, Canada, China, France, India, Indonesia, Laos, Malaysia, Myanmar, Papua New Guinea, Qatar, Russia, South Korea, Thailand, Turkey, Ukraine, United States of America.

3.3 In addition to the jurisdictions set out in paragraph 2, Narcos Video Slot must not be offered in the following territories:

Indonesia, South Korea.

3.4 In addition to the jurisdictions set out in paragraph 2, Street Fighter Video Slot must not be offered in the following territories:

Anguilla, Antigua & Barbuda, Argentina, Aruba, Barbados, Bahamas, Belize, Bermuda, Bolivia, Bonaire, Brazil, British Virgin Islands, Canada, Cayman Islands, China, Chile, Clipperton Island, Columbia, Costa Rica, Cuba, Curacao, Dominica, Dominican Republic, El Salvador, Greenland, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Japan, Martinique, Mexico, Montserrat, Navassa Island, Paraguay, Peru, Puerto Rico, Saba, Saint Barthelemy, Saint Eustatius, Saint Kitts and Nevis, Saint Lucia, Saint Maarten, Saint Martin, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, South Korea, Suriname, Turks and Caicos Islands, United States of America, Uruguay, US Virgin Islands, Venezuela.

3.5 In addition to the jurisdictions set out in paragraph 2, Fashion TV Video Slot must not be offered in the following territories:

Cuba, Jordan, Turkey, Saudi Arabia.

4. Universal Monsters (Dracula, Creature from the Black Lagoon, Phantoms Curse and The Invisible Man) may only be played in the following territories:

Andorra, Austria, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Cyprus, Finland, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Liechtenstein, Luxembourg, Malta, Moldova, Monaco, Montenegro, North Macedonia, Norway, Poland, Russia, San Marino, Serbia, Slovakia, Slovenia, Turkey and Ukraine.

Players from Canada are not eligible to play the games from NYX.

5. ACCEPTED CURRENCIES

The website allows playing for the following currencies: EUR, USD, NOK, CAD, NZD, JPY, BRL, BTC, BTC, ETH, LTC, BCH, DOG, USDT, BNB, ADA, TRX

6. FEES AND TAXES

You are fully responsible for paying all fees and taxes applied to your winnings according to the laws of the jurisdiction of your residence.

7. GAME RULES

By accepting these Terms and Conditions you confirm that you know and understand the rules of the games offered on the Website. It is at your discretion to familiarise yourself with the theoretical payout percentage of each game.

8. DISCLAIMER OF LIABILITIES

By accepting these Terms and Conditions you confirm your awareness of the fact that gambling may lead to losing money. The Casino is not liable for any possible financial damage arising from your use of the Website.

The Casino is not liable of any hardware or software defects, unstable or lost Internet connection, or any other technical errors that may limit access to the Website or prevent any players from uninterrupted play.

In the unlikely case where a wager is confirmed or a payment is performed by us in error, the Company reserves the right to cancel all wagers accepted containing such an error, or to correct the mistake by re-settling all the wagers at the correct terms that should have been available at the time that the wager was placed in the absence of the error.

If the Casino mistakenly credit your Player Account with a deposit, bonus or winnings that do not belong to you, whether due to a technical issue, error in the paytables, human error or otherwise, the amount and/or the winnings from such bonus or deposit will remain the Casino property and will be deducted from your Player Account. If you have withdrawn funds that do not belong to you prior to us becoming aware of the error, the mistakenly paid amount will (without prejudice to other remedies and actions that may be available at law) constitute a debt owed by you to us. In the event of an incorrect crediting, you are obliged to notify us immediately by email.

The Casino, its directors, employees, partners, service providers:

- do not warrant that the software or the Website is/are fit for their purpose;
- do not warrant that the software and Website are free from errors;
- do not warrant that the Website and/or games will be accessible without interruptions;
- shall not be liable for any loss, costs, expenses or damages, whether direct, indirect, special, consequential, incidental or otherwise, arising in relation to your use of the Website or your participation in the games.

You hereby agree to fully indemnify and hold harmless the Casino, its directors, employees, partners, and service providers for any cost, expense, loss, damages, claims and liabilities howsoever caused that may arise in relation to your use of the Website or participation in the Games.

You acknowledge that the Casino shall be the final decision-maker of whether you have violated the Casino's Terms and Conditions in a manner that results in your suspension or permanent barring from participation in the Website.

9. USE OF PLAYER ACCOUNT

Each player **is allowed to** create only one (1) personal account.

Creating multiple Player Accounts by a single player can lead, **at the sole discretion of the Casino**, to termination of all such accounts **and cancellation of all payouts to the player**. The player shall not provide access to their Player Account or allow using the Website to any third party including but not limited to minors.

Any returns, winnings or bonuses which the player has gained or accrued during such time as the Duplicate Account was active may be reclaimed by us, and players undertake to return to us on demand any such funds which have been withdrawn from the Duplicate Account.

The Website can only be used for personal purposes and shall not be used for any type of commercial profit.

You must maintain your account and keep your details up-to-date.

We reserve the right to make a phone call to the number provided in your user account, which at our own discretion can be a necessary part of the KYC procedure. Withdrawals may be terminated until the account

is fully verified. We will make reasonable efforts trying to contact you regarding the withdrawal of the funds, but if we are not able to reach you (by email or phone) in two (2) weeks **as from the date of the request for withdrawal**, account will be locked, since you have failed to pass the KYC procedure.

10. ANTI-FRAUD POLICY

The Company has a strict anti-fraud policy and utilises various anti-fraud tools and techniques. If the player is suspected of fraudulent actions including, but not limited to:

- participating in any type of collusion with other players
- development of strategies aimed at gaining of unfair winnings
- fraudulent actions against other online casinos or payment providers
- chargeback transactions with a credit card or denial of some payments made
- creating two or more accounts
- low risk roulette play where the player betting equal stakes for both black/red or even/odd covering 25 or more out of 37 numbers on the table. (Placing bets on black/red only covers 36 of 37 possible numbers).
- other types of cheating

or becomes a bankrupt in the country of their residence, the Company reserves the right to terminate such Player Account and suspend **and/or cancel** all payouts to the player. This decision is at the sole discretion of the Company and the player will not be notified or informed about the reasons of such actions. The Company also reserves the right **and may be obliged** to inform applicable regulatory bodies of the fraudulent actions performed by the player.

In the event of chargeback at the account, the casino reserves the right to:

- charge the player a sum equivalent to the players available balance funds in order to compensate damages and expenses suffered by an incurred as a result of chargeback;
- claim further damages and financial losses from the player by contacting them via one of the methods provided during the registration process (i.e. phone, e-mail, etc.);
- close player's personal account and/or discard all and any winnings gained as a result of such act or attempt to act.

The Casino has zero tolerance to advantage play. Any player who will try to gain advantage of casino welcome offers or other promotions agrees that Company reserves the right to void bonuses and any winnings from such bonuses, for the reasons of:

- use of stolen cards;
- chargebacks;
- creating more than one account in order to get advantage from casino promotions;
- providing incorrect registration data;
- providing of forged documents;
- any other actions which may damage the Casino;

The Casino reserves the right to close your Player Account and to refund to you the amount on your account balance, subject to deduction of relevant withdrawal charges, at Casino's absolute discretion and without any obligation to state a reason or give prior notice.

In order to verify player's account casino management require documents (ID, payment systems, utility bills etc) in Latin or Cyrillic alphabet. In case player doesn't have an opportunity to provide documents in above-mentioned alphabets casino reserves the right to demand video verification where player shows his/her documents.

The Casino reserves the right to retain payments, if suspicion or evidence exists of manipulation of the casino system. Criminal charges will be brought against any user or any other person(s) who has/have manipulated the casino system or attempted to do so. The Casino reserves the right to terminate and/or change any games or events being offered on the Website.

Should you become aware of any possible errors or incompleteness in the software, you agree to refrain from taking advantage of them. Moreover, you agree to report to the Casino any error or incompleteness immediately. Should you fail to fulfill such obligations, the Casino has a right to full compensation for all costs related to the error or incompleteness, including any costs incurred in association with the respective error/incompleteness and the failed notification.

Any deposit has to be wagered 3 times (player must place bets three times of their deposit amount) before the withdrawal of funds connected to this deposit is available. In case several deposits were made with no gaming activity, player has to wager the total amount of these deposits prior to withdrawal. Otherwise the Casino has a right to charge a fee for the procession of deposit and withdrawal, which is at the sole decision of the Casino

We will make reasonable efforts trying to contact you regarding the withdrawal of the funds, but if we are not able to reach you (by email or phone) in two (2) weeks as from the date of the request for withdrawal, account will be locked, since you have failed to pass the KYC procedure. Any player's winnings, whether acquired through gameplay with bonuses or using real funds, may be subject to confiscation in the event that the player fails to provide the required KYC information in its entirety within 40 days from the date of the request.

The casino is not a financial institution and thus should not be treated as such. Your account will not bear any interests and no conversion or exchange services (including fiat-crypto exchange) will be offered at any time.

11. DEPOSITING

The Website offers a variety of payment methods. They include VISA and MasterCard credit and debit cards, as well as various alternative payment methods. Please note that all payments with Paysafe are processed via Dama N.V.

Contact our support team at support@slotmafia.com to inquire about the payment methods which are most favorable for your country of residence.

Using third party payments is prohibited. You must make deposits only from a bank account, bank cards, e-wallets or other payment methods that are registered in your own name. If we determine during the security checks that you have violated this condition, your winnings will be confiscated and the original deposit will be returned to the owner of the payment account. The Company is not responsible for the lost funds deposited from third party accounts.

Please note that the minimal amount of deposit is 20€ or an equivalent. The maximum amount of deposit depends on the payment method you decide to use **and will appear when choosing the payment method.**

Kindly note that due to the nature of cryptocurrencies, deposit limits cannot be applied to the deposits made through CoinsPaid payment system. If you want to limit your gambling in the casino, please, use any other available option.

12. WITHDRAWAL POLICY

The minimal amount for withdrawal is 20€ or an equivalent. The maximum amount for withdrawal depends on the payment method you use. If the requested amount exceeds the limit of a particular payment system, the amount will be withdrawn in installments.

The Casino reserves the right to request verification documents before being able to process your withdrawal (ID, payment systems, utility bills, etc.), following standard KYC (Know Your Customer) procedures, even if similar or other documentation has previously been provided by you) as well as to hold any refunds for the time needed to check your identity. In case you provide false **or incompletd** Personal Data, the withdrawal can be refused and the Player Account terminated, of which you will be informed by email. **Reporting by the Casino to applicable regulatory bodies of actions performed by the player may be required.**

The Website supports payouts via Original Credit Transfer (OCT) from Visa and via Payment Transfer from Mastercard. Additional requirements are that the respective credit card is not a corporate credit card and the card is issued in a supported country.

For Visa, the following countries are not supported: USA, Australia, Hong Kong, India, Indonesia, Japan, Korea, Malaysia, Singapore.

For Mastercard, only the following countries are supported: Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Luxembourg, Malta, Monaco, Norway, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, and the United Kingdom.

Please note that even for supported countries the Casino is not able to guarantee successful credit card payment processing in all cases, since banks issuing credit cards may block or reject such transactions at their own discretion.

The internal operating currency of the Website is Euro. Due to this fact, in case you transact in other currencies, the amount deducted from your credit card may be insignificantly higher than displayed at the time of transaction due to currency conversions on the side of your bank and/or the Casino's payment processing system.

All Bank Transfer payouts are **in principle** processed within three (3) banking days. Please mind that you will not be able to request a Bank Transfer for USD payouts.

You acknowledge that withdrawals via bank transfers can in exceptional cases be subject to additional charges by the intermediary banks. These charges remain outside the influence of The Casino and are **in our experience** limited to the equivalent of EUR 16.

The maximum withdrawal amount processed to a player is 7,500 € per week and 15,000 € per month, unless otherwise specified in the Terms & Conditions of a specific promotion. Exceptions may be made to players with a higher VIP level, if any, at the Casino's sole discretion.

If you win more than €15,000, the Casino reserves the right to divide the payout into monthly instalments of maximum €15,000 until the full amount is paid out.

All progressive jackpot wins will be paid in full.

Finally, please keep in mind the Casino is not a financial institution. Your account will thus not bear any interests and no conversion or exchange services will be offered at any time.

13. REFUND POLICY

A refund request will only be considered if it is requested within the first twenty-four (24) hours of the alleged transaction, or within thirty (30) calendar days if a Player alleges that another individual has accessed his/her Player Account.

If you have funding your account with a Credit Card we reserve the right to pay all withdrawal requests up to the total amount deposited as refunds against the purchases you have made. If your withdrawals exceed the total amount deposited, any excess amount will be paid to you via one of our alternative methods available.

Before a refund is processed all bonuses and winnings in your balance will be deducted prior to calculating the amount to be refunded.

In case any Credit Card purchases are considered to carry an unacceptable risk for security or legal reasons either by our Payment processors or by the Casino, we will initiate refunds for all such transactions back to the Credit Card, and notify all the appropriate authorities and parties.

All costs that may occur upon refund procedure are on the player.

Contact our support team at support@slotmafia.com to inquire about the possibility of a refund. List of required documents to proceed with the refund (please note that additional documents could be requested): photo of ID, photo or screenshot of the payment system, photo or screenshot of the document confirming the current address. We reserve the right to make a phone call to the number provided in your user account, which, at our discretion, can be a necessary part of the KYC procedure. Withdrawals may be terminated until the account is fully verified. We will make reasonable efforts to contact you regarding the withdrawal of funds, but if we are unable to reach you (by email or phone) within two (2) weeks from the date of the withdrawal request, the account will be locked since you have failed to pass the KYC procedure. All refund payouts are, in principle, processed between five and seven (5-7) banking days.

14. DORMANT ACCOUNTS

An inactive (dormant) account is a Player Account which a player has not logged into or logged out of for twelve (12) consecutive months. If your Player Account is deemed to be inactive, the Casino reserves the right to charge a monthly administrative fee of €10 or the equivalent in another currency (or the current balance of your account, if less) as long as the balance of your account remains positive.

You authorise the Casino to debit this fee from your Player Account at the beginning of the month following the day on which your account is deemed inactive, and at the beginning of every subsequent month that your account remains inactive. The Casino will stop deducting the fee if the account balance is zero or if the account is re-activated.

15. EXPIRY PERIOD

You agree that any claim and/or cause of action arising out of or related to these Terms and Conditions or a service provided by the Casino must be filed within one (1) year after such claim or cause of action arose.

16. COMPLAINTS

You are free to contact our customer service team according to the instructions found on the Website to give us any complaints regarding our services.

Complaints are handled in the support department and escalated in the organisation of the Casino in the case that support personnel did not solve the case immediately. You shall be informed about the state of the complaint to a reasonable level.

Casino is to acknowledge a complaint started by the account holder only. It is forbidden **to and you can therefore not assign, transfer**, hand over or sell your complaint to the third party.

Casino will dismiss the complaint if the matter is handed over to be conducted by the third party and not the original account owner.

In the event of any dispute, you agree that the server logs and records shall act as the final authority in determining the outcome of any claim. You agree that in the unlikely event of a disagreement between the result that appears on your screen and the game server, the result that was logged on the game server will prevail, and you acknowledge and agree that our records will be the final authority in determining the

terms and circumstances of your participation in the relevant online gaming activity and the results of this participation.

When we wish to contact you regarding such a dispute, we will do so by using any of the contact details provided in your Player Account.

17. NON TRANSFERABILITY

You can not assign, pledge or transfer ownership under any title whatsoever to claims arising from these Terms and Conditions, the use of the Website or participation in the Games against the Casino without consent of the Casino. This prohibition is designed as a non-transferability clause ex article 83 paragraph 2 of book 3 of the Civil Code and includes the transfer of any assets of value of any kind, including but not limited to ownership of accounts, winnings, deposits, bets, rights and/or claims in connection with these assets, legal, commercial, or otherwise. The prohibition on said transfers also includes however is not limited to the encumbrance, pledging, assigning, usufruct, trading, brokering, hypothecation and/or gifting in cooperation with a fiduciary or any other third party, company, natural or legal individual, entity in any way shape or form.

18. ARBITRATION

All disputes which may arise between you and the Casino including their successors in title under general or special title as a result of these Terms and Conditions or as a result of further agreements and other acts in connection with these Terms and Conditions shall be settled exclusively by arbitration in Cyprus and in accordance with Cyprus Civil Procedure Rules.

Website Privacy Policy

Effective from: {date} 07.07.2024

Last updated: {date} 07.07.2024

Version: 2.0.1

Definitions

Personal Data means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person;

Processing means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction;

Profiling means any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to a natural person, in particular to analyze or predict aspects concerning that natural person's performance at work, economic situation, health, personal preferences, interests, reliability, behavior, location or movements;

Controller means the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the

purposes and means of such processing are determined by Union or Member State law, the controller or the specific criteria for its nomination may be provided for by Union or Member State law;

Processor means a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller;

Recipient means a natural or legal person, public authority, agency or another body, to which the personal data are disclosed, whether a third party or not. However, public authorities which may receive personal data in the framework of a particular inquiry in accordance with Union or Member State law shall not be regarded as recipients; the processing of those data by those public authorities shall be in compliance with the applicable data protection rules according to the purposes of the processing;

Third party means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorized to process personal data;

Consent of the data subject means any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her;

Personal data breach means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, personal data transmitted, stored or otherwise processed;

Group of undertakings means a controlling undertaking and its controlled undertakings;

Supervisory authority means an independent public authority which is established by a Member State pursuant to Article 51 GDPR;

General

This notice together with the General Terms and Conditions available on the site sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By registering a Player Account with the Website you confirm your acceptance of this Privacy Policy. Please be advised that if you do not accept the terms outlined in this Privacy Policy and choose not to provide the necessary personal information, your access to certain features and services offered on this website may be limited.

Please note that this Privacy Policy constitutes an agreement between you and the Company. It is important to note that this Privacy Policy may be periodically updated and revised. While we will make reasonable efforts to inform you of any significant changes, we recommend that you review this Privacy Policy regularly to stay informed of our current practices regarding the collection, use, and protection of your personal information. Your continued use of the Website and/or its services will constitute your acceptance of the Privacy Policy.

www.slotmafia.com values your integrity and privacy immensely and is committed to managing all your personal data in a transparent, fair and lawful manner. This privacy policy (together with the Terms & Conditions and the **Cookie Policy**) sets out the basis upon which **www.slotmafia.com** collects, stores, and uses your personal data when you visit our website, as well as what your rights are, and how the law protects those rights according to the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation)

This website is solely intended for persons over the age of 18, and we do not knowingly collect data relating to persons under such age. If it becomes apparent to us that we have collected personal data relating to persons under the age of 18, due to reasons relating to abuse of our website, we do our best to ensure that such data is handled in accordance with applicable law.

About us

The website <http://www.slotmafia.com/> ("Casino", "Website", "Company", "We", "Us", "Our") is owned and operated by **Hollycorn N.V., a company registered and established under the laws of Curaçao, with registration number 144359 and registered address at Scharlooweg 39, Willemstad, Curaçao**

As a data controller, we have a legal obligation under gambling regulations to process personal data from players in order to allow them to participate in games and provide them with ancillary services.

When we mention "Company", "Group", "we", "us" or "our" in this privacy notice, we are referring to the **Hollycorn N.V.**

We take your privacy seriously. For this reason we have appointed a data protection officer ("DPO") whose responsibility is to oversee that the company is compliant with its legal obligations in respect of the processing of your personal data, and who is your contact point for any questions relating to this Privacy Policy. Should you have any queries about this policy, including any request to exercise your legal rights, and complaints about violation of your rights please contact our DPO using email [**dpo@hollycorngaming.com**](mailto:dpo@hollycorngaming.com)

Contact Us

You may always contact us in regards to this Policy should you wish to:

1. Confirm the accuracy of the personal information we have collected about you;
2. Enquire about our use of your personal information;
3. Prohibit future use of your data for direct marketing purposes;
4. Receive a copy of personal information stored about you;

Unless you have elected not to receive promotional materials, we may use your Personal Information, including your email address and phone number, to send you marketing communications regarding products, services and promotions. This may include information about products and services from our business partners, such as casino game providers.

Whenever you decide to stop receiving such marketing and advertising material, you may opt out of this by signing up, in your Player Account settings or by contacting our customer support at [**support@slotmafia.com**](mailto:support@slotmafia.com) and/or livechat. You can configure your marketing preferences in your personal account by following the link [**slotmafia.com/user**](https://slotmafia.com/user).

5. Update or rectify any information that you have provided us (in such cases you shall provide any evidence we may reasonably require to effect such changes). Note it is illegal to provide us with false information about you and it is your responsibility to ensure that we are always updated with your correct data.

To fulfill your requests in accordance with this privacy policy, you can use the following means of communication:

- using email [**support@slotmafia.com**](mailto:support@slotmafia.com)
- using Live Chat **slotmafia**
- using the email of the data protection officer [**dpo@hollycorngaming.com**](mailto:dpo@hollycorngaming.com)

Please note that in some cases emails may end up in spam or may not reach the addressee at all for technical reasons.

If your request is not answered within 10 days we strongly recommend you to contact us again for clarification using alternative methods of communication.

We respect and value your privacy. You can always contact the Data Protection Officer via [**dpo@hollycorngaming.com**](mailto:dpo@hollycorngaming.com) in cases where

- you think that your privacy has been violated
- the deadlines for the execution of the request for a copy of the data are violated
- you need clarification of the provisions of this privacy policy
- you would like to receive a copy of your personal data stored across all **Hollycorn N.V.**

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Information we collect

- **Information you provide us.** It includes any of the information that you provide to us when filling in the forms on our account registration pages, as well as any other data that you further submit via the Website or email. It includes information you provide when you register to use our site, subscribe to our service, make deposits, bets or withdrawals on our site, participate in chat rooms, accept bonuses or other promotions available on our site, any due diligence documentation you share with us, including the source of wealth questionnaire and supporting documentation, and when you report a problem or make a complaint with us. The information you give us may include your name, username, address, date of birth, country of residence, identification number, e-mail address, and phone number, financial and credit card information, personal description, proof of identification, proof of address, proof of funds and photograph.
- **Technical information,** that includes the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, information about your visit, including the full Uniform Resource Locators (URL), Information received from cookies. Please refer to our **Cookie Notice** for further details on the types of cookies in use.
- **Gameplay information.** Games you played and duration on each game and page, page interaction information,
- **Analytics information.** In some cases we may collect information about your use of the Services, such as applications' usage, log files, user activity (e.g. pages viewed, the amount of time spent on particular pages, online browsing, clicks, actions, etc.), time stamps, alerts, etc. This information is collected for amongst other things troubleshooting errors and bugs as well as for research and analytics purposes about your use of the Services.
- **Information we receive from other sources.** This is information we receive about you if you use any of our websites or services operated by the Group. In the event that you use accounts on multiple sites operated by the Group we may collate information about you generated from each site in one data repository. Such data is important to us for statistical purposes, but also particularly relevant within the context of our Anti-Money Laundering and Responsible Gambling responsibilities as arising out of law.

During the course of delivering services to you, we are also working closely with third party data processors, joint or/and independent data controllers (including, for example, business partners, sub-contractors in technical, payment and delivery services as well as for delivery of marketing information (such as CRM Tool Providers, Email Marketing Partners, SMS Providers, Direct Mail Distributors and Outbound Call providers,) advertising networks and affiliate networks, analytics providers, due diligence intelligence companies, search information providers, credit reference agencies). This category includes information we receive from our Publishers, Advertisers and other Partners that we work with to help us deliver ads and personalized content to you and recognize you across browsers and devices. This may include pseudonymous advertiser identifiers that some Advertisers or other third-party ad platforms choose to share with us. Data processors process personal data according to our written instructions and their activities will be limited to those that are needed from them to assist us deliver the service to you.

Categories of Data We Store About You

Personal data means any information about an individual from which that person can be identified directly or indirectly. It does not include data where the identity has been removed (anonymous data).

The personal data collected and processed on you can be grouped into the following categories:

Identity Data includes first name, middle name, last name, email, username or similar identifier, date of birth, gender.

Contact Data includes residential address, email address, telephone numbers other available means of communication

Financial Data includes details of your salary and wealth, details of the sources of funds used to deposit with us, as well as bank account, payment card or payment account details, including information contained within any bank statements, scans of documents, confirming your income and similar documentation collected for KYC Purposes.

Transaction Data includes details about deposits and withdrawals, wagering and other details of games you have played on our sites.

Technical Data includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.

Usage Data includes information about how you use our website, products and services, online identifier to login, password (encrypted), games played, login and logout times, duration of play, bonuses and promotions claimed, responsible gaming information, limits and history and AML classification.

Marketing and Communications Data includes your preferences in receiving marketing from us and our third parties and your communication preferences.

Special Categories of Personal Data. In the event that you provide us with such information yourself and In fulfillment of our legal obligations, we must also collect some Special Categories of Personal Data about you such as

- Information related to responsible gaming that can be considered as medical data
- Information about your racial or ethnic origin, which can be obtained from the documents you uploaded.

How we can use your information

Information you give to us:

- to carry out our obligations arising from the terms and conditions entered into between you and us and to provide you with gaming services that you request from us, to accept your deposits and process your withdrawals, to carry out fraud management processes, to answer to any query or complaint that you may have as well as other ancillary matters related to the main services we are providing to you;
- provided that you have granted consent to contact you with marketing information from the Group, to provide you with information about our services, bonuses schemes and promotions and information about the products and promotions of related sites operated by the Group or it's brands;
- to provide customized advertising on the site based on your interactions with the site or your Usage Data;
- to notify you about changes to our service;
- to meet obligations arising from Anti-Money Laundering Legislation and rules and regulations thereunder and all other laws that we may be subject to from time to time.

Information we collect about you:

- to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes. Such information will typically be collected through the use of Cookies. For more information on Cookies please refer to our **Cookie Notice** which also provides guidance on the manner in which Cookies may be disabled;
- to contact you with marketing information, to provide you with information about services, bonuses schemes and promotions and information about the products and promotions, present or future, offered by the brand you registered with based on legitimate interest or with marketing information about brand partners in case you have expressed your consent to receive such materials;
- to carry out fraud management and risk management activities, including assigning a risk profile or a risk status to your account;
- to assess your behavior and patterns through the site which will be used to help build a detailed customer profile on you, on different subject matters, including but not limited to:

- A register of bonus abusers may be created by the company and persons on this list may be excluded from any future promotions or even blocked from using the services of the Company. This includes analysis of other types of fraud and fraudulent behavior.
- We will also screen and monitor your transactions and behavior for reasons of responsible gambling, ensuring that your interaction with us remains fun and entertainment and not dangerous to you. We may assign a Responsible Gambling score to your account based on the information we collect and responsible gambling questionnaire, which may at times be provided to you to fill. As a result of our assessment you may be tagged as a 'Problem Gambler' or vulnerable to the risks of gambling addiction.
- As part of our commitment to prevent money laundering and terrorist financing, we may also analyze your personal data and compare it to third party data sources, build an AML profile on you and risk score your account based on the information you have provided to us and the information we have collected about you. We shall also keep a register of all high risk customers from an Anti-Money Laundering perspective.

Please note that for these purposes we partially use profiling with the end decision performed by humans, however logic behind the profiling and information about it cannot be revealed since it would enable customers to bypass these control mechanisms aimed at the protection of Our business and compliance with legal obligations.

- to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- to allow you to participate in interactive features of our service, when you choose to do so;
- as part of our efforts to keep our site safe and secure;
- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant promotions to you;
- to make suggestions and recommendations to you about our products.
- We also may collect, use and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

Information we receive from other sources:

We will combine this information with information you give to us and information we collect about you. We will use this information and combined information for the purposes set out above (depending on the types of information we receive). Other sources include third party service providers of age verification tools, identity or address verification services, regulators or entities that keep central databases of problem gamblers, providers of PEP and Sanction searches, and other similar providers who we may contract with from time to time. We may also receive information about you collected from the other sites operated by the Group which helps us deliver a better service to you or to keep away bonus abusers, problem gamblers from our services.

Lawful Basis for Processing of Personal Data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate. In regards to processing personal data based on a legal obligation, we refer to the provisions of the Anti-Money Laundering Directive (EU) 2015/849 of the European Parliament and the Council.

Data collected	How do we collect your data?	Purpose for collection	Legal basis for processing data
Identification data – this includes full name, email,	Requested upon registration	(1) Customer identification and	(1) Performance of contract

username of choice, date of birth, gender		creation of unique customer profile (2) Customer verification for Anti-Money Laundering (“AML”) purposes (3) Identification of customer when contact is made	(2) Legal obligation (3) Performance of contract
Contact details – this includes email address, home address, mobile phone number, skype or any other available mean of communication	Requested upon registration and/or KYC procedure	(1) Customer identification and creation of unique customer profile (2) Contacting customers for support purposes (3) Dissemination of marketing material of the brand (4) Dissemination of marketing material of another Group brands (5) Verification of player identity	(1) Performance of contract (2) Performance of contract (3) Legitimate interest (4) Consent (5) Legal obligation
Data required for verification purposes – this includes your identification documents, proof of address, and possibly source of funds, source of wealth.	Must be uploaded on player profile upon request; may be requested either through pop up on website or via email.	(1) Verification of player identity (2) Required in order for us to comply with AML law	(1) Legal obligation (2) Legal obligation
Financial data – this would include the financial details relating to your deposit and withdrawal methods of your choice, therefore your bank details, payment card details, or all relevant details relating to the chosen payment methods.	Collected upon deposit or withdrawal of funds into the player account. Could also be collected where we have queries via email / chat / calls	(1) Required to provide you with the service (i.e. to deposit funds into player account) (2) Required for Know-Your-Customer (“KYC”) checks (source of funds) (3) Required for cybercrime checks (4) To ensure a closed-loop policy	(1) Performance of contract (2) Legal obligation (3) Legitimate interest (4) Legal obligation
Transaction data – this includes details relating to payments made to and by you;	Automatically generated when deposits and withdrawals are made	(1) Required to provide you with the service (2) Required to comply with AML law and gaming license requirements	(1) Performance of contract (2) Legal obligation (3) Legal obligation

		(3) Required to track your activity for social responsibility measures	
Gaming data – this includes details relating to the games you play on our website (i.e. your gaming activity)	Automatically generated with gaming activity	(1) Required to provide you with the service (2) Required to comply with remote gaming law	(1) Performance of contract (2) Legal obligation
Data relating to your communications with us (via email, live chat, phone call)	Email correspondence and live chat when contact is made, phone calls may be recorded for record-keeping requirements	(1) Required to provide you with the service (for customer queries, communicating necessary issues) (2) May be used to manage risks, obtain professional advice, or to establish and defend our legal claims, whether in court or in an out-of-court procedure	(1) Performance of contract (2) Legitimate interest
Profile data - Data relating to your gaming habits and your preferences	Automatically generated with game play, or using cookies to log preferences	(1) May be used in aggregated and anonymized form to improve service (2) May be used for a more personalized user experience (3) Segmentation for AML and social responsibility measures (4) Targeted marketing	(1) Legitimate interest. Data in anonymized form is not personal data after that. (2) Consent (3) Legal obligation (4) Consent
Responsible Gaming Data	Self-assessment test	(1) Responsible gaming profiling (2) Identification and investigation of gaming activity for responsible gaming purposes	(1) Legal obligation (2) Legitimate interest
Technical data - this may include your internet protocol (IP) address, your login data, browser type and version, time zone setting and location, operating system and platform. Usage data – includes data relating to how you use our website	Cookie data	(1) Location data / IP used to ensure customer is not from a restricted or high-risk country (2) Location data / IP address also used to ensure that they do not use proxies or VPNs, to ensure that they do not abuse bonuses or defraud by application fraud	(1) Legal Obligation (2) Legitimate interest (3) Legitimate interest

		(3) All other data (including location and IP) is used to improve website functionality, troubleshoot technical issues, create more products for different platforms	
My RTP data – May include your hit rate, total number of spins, overall RTP on your account, your own RTP compared to the games’ RTPs, biggest win on specific games and bet placed to achieve that win	Automatically generated with gameplay	(1) To ensure we are in line with all the relevant requirements regarding the RTP of our services..	(1) Legal Obligation
Cookie data – please see our Cookie Policy for further information on how and for which purposes we collect your cookies.			

Sharing of data

Due to the nature of our service, in order to process your data as explained above of this Privacy Policy, we may need to share your personal data with a number of trusted third parties. These third parties include:

- Any member of the Group which requires access to your personal information in order to provide the services you request. Data we receive and collect on you maybe shared with any member of the Group and such data may be used by them for fraud and bonus abuse prevention, AML and Responsible Gaming Reasons in fulfillment of the Group’s legal obligations and legitimate business interests;
- To all members of the Group for the purposes of such other group entities to contact you with information on their products and services, provided that you have consented to receive direct marketing related to other sites operated by the Group.
- Employees of the Company, more specifically Data Protection Officer, Money Laundering Officer, Payments & Anti-Fraud analysts, Customer Support agents, Customer Retention team members, VIP player managers as well as other selected employees, shall also have access to your Personal Information for the purpose of executing their duties and providing you with assistance as well as to provide the services you requested

Our employees who have access to, or are associated with the processing of the player’s personal information, have signed confidentiality agreements (NDA) to respect the confidential nature of the player’s information.

- Game providers – sometimes our game providers would require access to select data attributes (such as username and IP address, for instance), in order to provide us with the games you play on our website. To check their privacy notice please visit the relevant website of Game provider;

When you play casino games developed by NetEnt, NetEnt’s Privacy Policy also applies. This policy can be found [here](https://www.netent.com/en/netent-privacy-policy-eu/).

- Payments providers and related service providers – similarly, we may share some of your personal data with the payment providers you use to make and receive payments on our website. To check their privacy notice please visit the relevant website of Payment provider you’ve used;
- Marketing partners - where you give us your consent to send you marketing and promotions, we may share your contact details (such as email address or mailing address) with our marketing partners who take care of sending out all our marketing material to you including promotional emails and SMS, direct mail, and at times to makes calls to you.

- Governmental or regulatory authorities - We may, if necessary or authorized by law, provide your personal data to law enforcement agencies, governmental or regulatory organizations, courts or other public authorities. We may dispute such demands when we believe that the requests are disproportionate, vague or lack proper authority, but we do not promise to challenge every demand;
- Client communication software – we use a third-party software to help us communicate with you. This software enables us to send you emails and chat with you on live chat whenever you have queries;
- AML and fraud verification tools, suppliers of age and identity verification tools and other suppliers that can verify Know Your Client (KYC) information generally– we may use third party software to conduct certain AML and fraud verification checks which are required to satisfy our legal obligations in this regard.
- In addition to the above, we may also release personal data if we acquire any new businesses. Should the Company undergo any changes to its structure such as a merger, acquisition by another company or a partial acquisition, it is most likely that our customers’ personal data will be included within the sale or transfer. We will, as part of our Policy, inform our players by email prior to affecting such transfer of personal data.
- Selected third parties, under a data processing agreement with us that ensures the safeguard of your personal information, including:
 - with our lawyers, advisors, consultants who we may engage from time to time to manage risks, obtain professional advice, or to establish and defend our legal claims, whether in court or in an out-of-court procedure. This may require to gain access to personal information;
 - with governmental bodies, regulatory authorities who register problem gamblers or for any other responsible gaming purpose.
 - with any company, governmental body, regulatory authority that maintains a register or database having the objective of preventing crime, money laundering or terrorist and proliferation financing.

We always ensure that any third party having access to your personal data is bound to respect the security of your personal data, and to process it in a lawful manner at all times and in compliance with our Privacy Policy and strict codes of conduct. We do not allow any third-party service providers to use your personal data for their own purposes. Processing by such third parties (also known as “Data Processors”) is solely carried out for specific purposes and in accordance with our instructions as Data Controller and on our behalf, and such third parties may only use your personal data to the extent to which we ourselves are entitled. Furthermore, in all cases, we strive to ensure that we do not share more data than is necessary to be shared for the service providers to carry out the processing activities in accordance with our instructions.

Transfers of personal data outside of the EEA

It may be necessary for us or our service providers to transfer your personal data to countries outside of the European Union (EU), the European Free Trade Association (EFTA) regions, and the European Economic Area (EEA) in order to provide you with our services or engage with service providers and data processors. However, In accordance with the General Data Protection Regulation (GDPR), we are obliged to ensuring the protection of your personal data during these transfers.

This transfer may be necessary in order to provide you with our services such as:

- a) Processing your bets and payment transactions;
- b) Providing you with gaming and other ancillary services that you seek from our Website;
- c) Identifying and performing the necessary verification checks;

To guarantee an appropriate level of protection for your personal data during transfers to third countries, we implement appropriate safeguards such as European Commission’s standard contractual clauses for data protection. We also take all necessary measures to ensure that your information and data is treated securely and in accordance with this Privacy Policy and all applicable data protection laws.

By using our services and accessing our website, you accept possible transfer of your personal data to third countries and the implementation of these safeguards. If you have any questions or concerns regarding these transfers, please do not hesitate to reach out to us.

Data Retention

We shall only retain your personal data for as long as necessary in view of the purposes for which they were collected. Such purposes could include the satisfaction of any legal, accounting, or reporting requirements.

When determining the appropriate retention period applicable to your data, we take several factors into consideration, such as the purposes for which we collect and process such data, the applicable laws and/or regulatory requirements imposed on us, the nature and sensitivity of the personal data, and the potential risks surrounding the unauthorized use or disclosure of such data..

As stated under our Terms and Conditions both, you and the Casino can decide to have your Player Account closed at any time. Following closure of your account, we will retain your personal data on record for as long as required by law. This data shall only be used should it be required by competent authorities in cases of enquiries regarding financial and fiscal records, fraud, money laundering or investigations into any other illegal activity.

We may also keep anonymized derivatives of your data to improve our content and marketing communications where no automated decision making is involved.

You are to note that due to anti-money laundering regulations in licensed gaming jurisdictions in the European Union, we are obliged to retain personal data of players submitted during registration and any data passed on during the operative period of a Player Account for a minimum of five years from last player transaction or account closure. Therefore, requests for erasure prior to the lapse of this period cannot be entertained.

Your Rights

Data protection law gives you, as a data subject, certain rights in certain circumstances. In accordance with law, you have a right to:

- Request access to your personal data - This means that you have a right to request, free of charge, a copy of the personal data we hold about you;
- Request the correction of your personal data – This means that if any personal data we hold about you is incomplete or incorrect, you have a right to have this corrected. Keep in mind, however, that we may need you to provide evidence and documentation (such as your ID documentation or proof of address) to support your request. It can be declined due to our legal obligations
- Request the erasure of your personal data - This means that you may request the erasure of your personal data where we no longer have a legal basis to continue processing it or retaining it. Please be aware that this right is not absolute – meaning that we are not able to satisfy your request where we are obliged under a legal obligation to retain the data, or where we have reason that the retention of data is necessary for us to defend ourselves in a legal dispute;
- Object to the processing of your personal data where we rely on our legitimate interests (or those of a third party) to process your data and you feel that our processing of your data in such a manner impacts your fundamental rights and freedoms. However, in some cases, we may be able to demonstrate that we have a compelling legitimate ground to process your data which may override your rights and freedoms. You may submit your objections to processing of your personal data on the grounds of the above-mentioned legitimate company interests by contacting our DPO;
- Request the restriction of the processing of your personal data – You may ask us to temporarily suspend the processing of your personal data in one of the following scenarios: (a) where you want us to establish the accuracy of the data, (b) where our use of the data is unlawful but you do not wish for us to delete it, (c) where you need us to retain your data even when we no longer need it in order for you to establish, exercise, or defend legal claims, or (d) where you have objected the use of your data but we need to verify whether we have overriding legitimate grounds to use it;
- Request the transfer of your personal data (i.e. data portability) – This means you may request us to provide you with certain data we process about you so you may transfer it to another controller. This right only applies to data acquired through automated means which you initially provided consent for us to use, or where we used the data to perform our obligations under a contract with you;

- Withdraw your consent at any time where we rely on your consent to process the data - 'Opting out' or withdrawing your consent will not affect the lawfulness of the processing carried out by us up until the time you withdraw your consent. Withdrawing your consent means that, going forward, you no longer wish for us to process your data in such a manner. This means that you may no longer consent for us to provide you with certain services (such as marketing). You may withdraw your consent at any time through the account profile settings on the website;
- Lodge a complaint with a supervisory authority;

In order to exercise your rights as explained above, we may need to request specific information about you to help us verify your identity. This is a security measure to ensure that we are certain that the person to whom we disclose your personal data is really you.

We will do our utmost to respond to all legitimate requests within a one-month timeframe from the submission of a request. If your request is particularly complex, or if you have made multiple requests in a certain time period, it may take us a little longer. In such a case, we will notify you of this extension.

Automated Decision Making

In establishing and carrying out our business relationship, we generally do not make use of fully automated decision making. If we use this procedure in individual cases, we shall inform you of this separately, provided it is a legal requirement.

Security of your Data

We hereby acknowledge that in collecting and processing your Personal Information for the purposes of managing your Player Account, we are bound by strict legal provisions on the protection of personal data.

Consequently, we endeavor to protect your personal information and respect your privacy in accordance with best business practices, applicable regulations and state of the art. Being committed to providing secure services to players, we will take all reasonable precautions to ensure that all the data that you have submitted to us remains safe.

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorized way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know.

Player Accounts can only be accessed with the player's unique ID and password. You may also set up two-factor authentication (2FA) as additional protection from unauthorized use of your account. You are responsible for keeping your login information confidential and making sure it cannot be accessed by another person.