

Arrow Wood Privacy Statement

Arrow Wood Limited ("We" / "us" / "Arrow Wood") are committed to protecting and respecting your privacy.

This privacy statement applies to all personal data collected by Arrow Wood N.V., a company registered in Curaçao with company number 149320 at 7 Abraham de Veerstraat, Willemstad, Curacao. It 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 this statement carefully to understand our practices regarding your personal data and how it is used. By becoming a customer of Arrow Wood, you are accepting and consenting to the practices described herein.

INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

1. Information you give us.

You may give us information about you by filling in forms or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our Services or use our Services and when you report a problem with the Site (as those terms are defined in our Terms and Conditions). The information you give us may include your name, address, e-mail address, phone number, financial information, personal description and photograph, references given about you and the results of our due diligence in assessing your suitability as a customer.

2. Information we collect about you.

With regard to your use of the Services we may automatically collect the following information:

1. technical information, including 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;
2. information about your activities, including a record of all of the betting activity conducted through your account with us.
3. Information about your account, bank details and history of transactions with us.

3. Information we receive from other sources.

We may receive information about you from other customers when you use the Services or in relation to the due diligence checks that we perform on you prior to the establishment of your account.

We informed you when we collected that data that it may be shared internally and combined with data collected from third parties to verify your identity and perform due diligence.

USES MADE OF THE INFORMATION

We use information held about you in the following ways:

1. Information you give to us.

We will use this information:

1. to carry out our obligations arising from any contracts entered into between us and to provide you with the information, products and services that you request from us;

2. to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
3. to notify you about changes to our Services;
4. to ensure that content from our Site is presented in the most effective manner for you and for your computer.

2. Information we collect about you.

We will use this information:

1. to administer our business and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
2. to improve our Services and Site to ensure that content is presented in the most effective manner for you and for your computer;
3. to allow you to use our Services, when you choose to do so;
4. as part of our efforts to keep the Site safe and secure;

3. Information we receive from other sources.

We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

DISCLOSURE OF YOUR INFORMATION

We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries.

We may share your information with selected third parties including:

- Business partners, suppliers and sub-contractors for the performance of the Services
- Credit reference agencies and information services for the purpose of assessing your identity, source of wealth, credit worthiness and good standing.

We may disclose your personal information to third parties in the following circumstances:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If Arrow Wood or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal or regulatory obligation, or in order to enforce or apply our Terms and Conditions; or
- to protect the rights, property, or safety of Arrow Wood, our other customers or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

WHERE WE STORE YOUR PERSONAL DATA

The data that we collect from you will be stored on servers in Curaçao.

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the provision of support services relating to the betting

platform and Services. By submitting your personal data, you agree to this transfer, storing or processing.

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Statement.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using technology to the standards imposed from time to time by the Curaçao Gaming Control Board. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We will only keep your information for as long as is necessary to supply you with products and services or as required by law. We may be required in certain circumstances to retain your information indefinitely, for example under our procedures to maintain responsible gambling and self-exclusion.

When personal information is no longer required it will be destroyed either by shredding it or by another approved destruction method to prevent unauthorised parties from gaining access to the information.

YOUR RIGHTS

You have the right to ask us not to process your personal data for marketing purposes. We will always inform you if we ever intend to use your data for such purposes. We will never disclose your information to any third party for such marketing purposes.

ACCESS TO INFORMATION AND RIGHT OF RECTIFICATION OR ERASURE

You have the following rights in relation to your personal data:

>

- a right to access your personal data held by us and receive certain personal data in machine- readable format such as Microsoft Excel or Adobe Acrobat or equivalent.
- a right to object to processing where lawful basis is that it is in our legitimate interests although we may still process your personal data where there are other relevant lawful bases or where we have compelling grounds to continue processing your personal data in our interests which are not overridden by your rights, interests or freedoms;
- a right to have inaccurate personal data rectified;
- a right to request an explanation of the logic involved where we make decisions about you solely through automated means;
- a right to complain to your national data protection regulator;
- If you are unsure about your rights or are concerned about how your personal data may be processed, you should contact your national data protection regulator.
- a right to object to direct marketing, which can be done by opting-out of direct marketing either unsubscribing via email or by emailing us with a request to

dpo@thearrowwood.com. You also have a right to object to any profiling to the extent that it relates to direct marketing only.

- If you would like to exercise any of your rights, then you can do so by emailing us at dpo@thearrowwood.com. Please be aware that whilst we will try to accommodate any request you make in respect of your rights, they are not absolute rights. This means that we may have to refuse your request or may only be able to comply with it in part.
- Where you make a request in respect of your rights, we will require proof of identification. We may also ask that you clarify your request. If we receive repeated requests or have reason to believe requests are being made unreasonably, we reserve the right not to respond.

CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

CONTACT

Questions, comments and requests regarding this privacy statement are welcomed and should be addressed to our designated Data Protection Officer directly at dpo@thearrowwood.com.