

Know Your Customer (KYC) Policy

1. Purpose of this Policy

We are committed to maintaining the highest standards of integrity, security, and compliance with applicable laws and regulations. This **Know Your Customer (KYC) Policy** explains how we verify the identity of our players and why this process is essential for ensuring a safe and transparent gaming environment.

Our KYC procedures are fully aligned with the requirements set by the **Curaçao Gaming Authority (CGA)** and other applicable regulations related to Anti-Money Laundering (AML) and the prevention of fraud.

2. Scope

This policy applies to:

- All players registering on our platform;
- All transactions carried out through our services; and
- Any person or entity interacting with us in relation to our gaming activities.

By using our services, you agree to comply with this policy and to provide the information requested during the verification process.

3. Why KYC is Required

KYC procedures are implemented to:

- **Verify your identity** and ensure you are of legal age to participate in gaming activities;
- **Prevent fraud, money laundering, and other unlawful activities;**
- **Protect your account and funds;** and
- **Comply with international regulatory obligations** under the CGA framework.

These measures are designed to safeguard both our players and our platform.

4. Information We Collect

To verify your identity, we may request the following:

- **Personal Identification:** A valid government-issued document (e.g., passport, ID card, or driver's license).
- **Proof of Address:** A recent utility bill, bank statement, or official correspondence showing your name and residential address (issued within the last 3 months).

- **Payment Method Verification:** Documentation confirming ownership of the payment method used (e.g., copy of card or crypto wallet confirmation).

All documents must be clear, valid, and submitted through our secure channels.

5. Verification Process

1. **Registration Review** – Upon creating an account, you may be required to upload documents to confirm your identity.
2. **Document Authentication** – Our compliance team verifies the authenticity of the information provided.
3. **Additional Checks** – In some cases, we may request further information or documentation to complete the verification.
4. **Account Approval** – Once verification is successful, you will be able to fully access our services.

Failure to provide the requested documents may result in account suspension or closure.

6. Ongoing Monitoring

KYC is not a one-time process. We may:

- Request updated documents periodically;
- Review transactions to ensure they are consistent with your profile;
- Apply additional checks if suspicious activity is detected.

This continuous monitoring ensures compliance with CGA regulations.

7. Data Protection

All personal data collected during the KYC process is handled in strict compliance with applicable data protection laws and our **Privacy Policy**.

- Information is stored securely and only accessible to authorized personnel.
- We do not disclose your data to third parties unless required by law or regulatory obligations.

8. Player Responsibilities

As a player, you must:

- Provide accurate, complete, and truthful information during registration and verification;
- Update us promptly if your personal information changes;

- Cooperate with any requests for additional information or documentation.

Providing false or misleading information may lead to account termination and legal consequences.

9. Non-Compliance

Failure to comply with this policy or refusal to provide required documentation may result in:

- Account suspension or permanent closure;
- Withholding of funds until verification is completed;
- Reporting to relevant authorities, where applicable.

10. Contact Us

For any questions regarding this policy or the KYC process, please contact our **Compliance Team** at: compliance@isppro.net