

Responsible Gaming – Introduction

Buumi takes the issue of responsible gaming seriously and we are dedicated to adopting a clear position on the subject. We want everyone who enjoys playing our games to be entertained and in control.

We encourage a socially responsible attitude to gaming within our industry, both with our licensees and within our own company, as we proactively seek to avoid any gaming-related issues while providing our services both fairly and legally.

Buumi is committed to working with gambling regulators and jurisdictions to ensure that our products are delivered and tested in line with the expectations of the regulatory authority and that minors and other vulnerable people are not harmed or exploited by our products.

Whilst the majority of users will be unaffected by our products, we are aware as a socially responsible gaming and platform provider that we should take an active role in ensuring that we have taken all possible measures available to us to track, limit, and prevent gambling from being a source of harm to the small number of users that may have developed a gambling problem.

Buumi employs a number of ways to guarantee that it meets the expectations laid out by the regulators by implementing very clear policies procedures and practices and training in relation to problem gambling and responsible play. Our staff are subject to regular training on the subject and exposed to the available tools and independent third-party help organizations that exist to prevent gambling from becoming an issue for the end user.

As a responsible and fair gaming operator there are a number of ways in which we can ensure we create a fair and safe environment in which our clients and users may enjoy our products and games.

Including but not limited to the following:

1. Improving awareness and educating users and clients on responsible gaming practices
2. Protection of minors and other vulnerable individuals
3. User protection and self-help tools
4. Proactive detection of problem gaming issues
5. Internal training and procedures
6. External training and working with industry self-help organizations
7. Reporting and regular audits

Protecting the Vulnerable and underage from gambling

Buumi does not seek the custom from underage users, the vulnerable, or those that are actively Self-Excluded. We will actively seek to prevent them from gaining access to remote gambling at the point of account registration.

For those individuals that have identified they may require support to stop gambling, Buumi has a variety of tools available to limit or stop the play as well as links to professional organizations that may be able to assist them.

Buumi takes the issue of underage gambling very seriously and in compliance with our licensing requirements, we will take all reasonable measures available to allow only those of the legal age (18 years +) to register a player account and wager real money.

As a socially responsible operator, we will have effective policies, procedures, and tools in place to prevent underage gambling and furthermore, these tools will be regularly tested and audited.

In line with our licensing conditions, any marketing or advertising on our platform will not be targeted at minors and any will not include images of children or those who appear to be under the age of 25 years.

Any marketing material and our platform including any terms and conditions will make it clear that underage gambling is illegal.

Buumi will only accept business/registrations in accordance with licensing regulations. To uphold our strict adherence to gaming regulations and ensure that minors do not access our online products an effective registration process is adopted to record information pertaining to user registrations that records name, address, and date of birth. This is then verified using an independent 3rd party KYC service provider.

An 18+ logo is prominently placed on the homepages of any client website that we operate and is visible during the account registration process.

Additionally, any websites associated with Buumi will contain a tick box allowing users to positively accept and confirm that they are of the legal age to enter and enjoy the website.

In the event that any underage activity is detected and confirmed Buumi or its associated websites will refund any transactions back to the nominated payment method refunded back via the nominated payment method. Buumi will make a record of the underage user in order to prevent further attempts to play and report the incident to the relevant authorities.

General Account Closures

Accounts held on the Buumi platform may be closed by the user at any time for any reason. Any available funds that the user is entitled to will be returned to the registered active payment method in accordance with our anti-money laundering policy and the site's general terms and conditions.

If you decide to close your account, you can do so by contacting our friendly customer service team via email at support@buumi.com.

Buumi reserves the right to temporarily suspend or permanently close a user account at any time in accordance with our general terms and conditions and if it is found that the account has breached specific policies or events including but not limited to the following:

1. Bonus abuse
2. Fraud
3. Suspicious transactions
4. Collusion
5. Money Laundering
6. Use of robots
7. Underage usage
8. Misuse or manipulation of any fault or error in our software

Self-Help Organisations

Buumi is committed to working within a socially responsible environment and has links to independent third parties functioning within the jurisdiction that we operate and hold a license in.

Any website that Buumi operates will have clear links and contact details for a number of self-organizations on its websites where users can find further information, help, and support for gambling-related problems.

There are many organizations that provide services to anyone who may be concerned with their gambling or wanting support and advice.

We recommend that you contact one of the following professional organizations if you feel you require any help or guidance; www.gamblersanonymous.org/ga and www.begambleaware.org.

A proactive stance towards controlling play and spending should be included on all affiliated websites including the following approved questions depicting that gambling has become an issue rather than a pleasurable experience:

1. Spending more money and time on gambling than you can afford
2. Finding it hard to manage or stop your gambling
3. Having arguments with family or friends about money and gambling
4. Losing interest in usual activities or hobbies like going out with friends or spending time with family
5. Always thinking or talking about gambling
6. Lying about your gambling or hiding it from other people
7. Chasing losses or gambling to get out of financial trouble
8. Gambling until all of your money is gone
9. Borrowing money, selling possessions, or not paying bills in order to pay for gambling
10. Needing to gamble with larger amounts of money or for a longer time to get the same feeling of excitement or buzz
11. Neglecting work, family, personal needs, or household responsibilities because of gambling
12. Feeling anxious, worried, guilty, depressed, or irritable

Staff Training

Buumi is committed to providing a culture of compliance amongst all staff, key stakeholders, and affiliated operators/websites.

Staff training on core subjects such as responsible gaming is held annually, and training is incorporated into the company's induction program by a dedicated internal training manager.

The training and support program is designed as a continual process that is aimed at raising awareness levels of responsible gaming issues and providing industry updates related to regulatory initiatives and campaigns.

All Responsible Gaming training and policy guideline documentation is incorporated within the Njord Ventures company handbook.