

Social Responsibility Policy

Deep Dive Tech B.V

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1. Introduction

1.1. Purpose and Objective of the Social Responsibility Policy ("SR Policy")

Deep Dive Tech BV is operating with a commitment to promoting socially responsible gaming as an integral part of their customer care and social responsibility initiatives.

The SR Policy establishes the organization's purpose and objectives in relation to Social Responsibility and responsible gambling measures. It serves as a guiding framework to ensure that players have a safe and enjoyable gaming experience while being conscious of the potential risks associated with gambling-related problems.

The primary purpose of the SR Policy is to prioritize customer well-being by implementing proactive measures that promote responsible gaming practices. Deep Dive Tech BV recognizes that adhering to Social Responsibility principles is fundamental to fostering a sustainable and reputable business. By actively addressing potential risks and encouraging responsible gambling behaviors, the organization aims to create an environment where players can make informed choices and maintain a healthy balance between gaming and other aspects of their lives.

The objectives of the SR Policy include:

i) Promoting Player Protection:

As required by the Curacao Gaming Authority (CGA), the operator must take proactive steps to protect vulnerable persons, promote responsible gambling, and prevent problem gambling behaviour. This includes:

- Clear Responsible Gaming policies and programs implemented across all operations.
- Providing Responsible Gaming tools and educational resources to players.
- Monitoring mechanisms to detect and address problematic gambling behaviour.
- Full compliance with regulatory reporting and auditing obligations.

Deep Dive Tech BV is committed to implementing robust player protection measures to minimize the potential harms associated with gambling. This includes providing information, tools, and resources to help players make informed decisions, set limits, and seek support if needed.

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ii) Preventing Underage Gambling:

The organization strictly prohibits underage gambling and takes comprehensive measures to verify the age and identity of its players. By implementing strict age verification processes, Deep Dive Tech BV aims to ensure that its services are only accessible to individuals who are of legal age to gamble.

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iii) Fostering Responsible Advertising and Marketing:

Deep Dive Tech BV acknowledges the importance of responsible advertising and marketing practices. The organization endeavors to ensure that its promotional activities are conducted in a transparent and socially responsible manner, with an emphasis on avoiding any misleading or exploitative practices that may encourage excessive or irresponsible gambling behaviors.

iv) Collaborating with Stakeholders:

The organization actively engages with relevant stakeholders, including regulators, industry organizations, and gambling support services, to contribute to the development and enhancement of responsible gambling policies and practices. By fostering collaborative relationships, Deep Dive Tech BV strives to make a positive impact on the industry and promote responsible gaming initiatives at a broader level.

1.2. Scope and application of SR Policy

The SR Policy applies to all the organization.

This policy extends to all players who engage with Deep Dive Tech's platforms, products, and services, regardless of their geographic location. It applies to both new and existing players, emphasizing the organization's commitment to consistently promoting responsible gaming practices throughout their gaming journey.

The SR Policy covers various dimensions of social responsibility and responsible gambling measures, including but not limited to:

i) Player Education and Awareness:

Deep Dive Tech BV is dedicated to providing players with access to relevant information and resources to promote responsible gambling practices. This includes educational materials, guidelines, and tools that encourage players to make informed decisions, understand the potential risks associated with gambling, and seek help if needed.

ii) Player Protection Measures:

Deep Dive Tech BV implements a range of player protection measures designed to mitigate the potential harms associated with gambling. These measures include self-exclusion options, deposit, loss, and wagering limits, and responsible gaming features aimed at promoting self-control and preventing excessive or problematic gambling behaviors.

Advertising and marketing must comply with CGA Responsible Gaming principles:

- No targeting of vulnerable groups, minors, or self-excluded players.
- No misleading claims or portraying gambling as an investment or escape from problems.
- No child-friendly content, sexual content, or links to harmful behaviours.
- All marketing partners, affiliates, and influencers must comply with these standards.

iii) Responsible Advertising and Marketing:

Deep Dive Tech BV adheres to responsible advertising and marketing practices to ensure that its promotional activities align with the principles of social responsibility. The organization aims to avoid targeting vulnerable individuals, using misleading content, or creating excessive incentives that may encourage irresponsible gambling.

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2. Social Responsibility Statement of Deep Dive Tech BV

2.1 SR Statement

Deep Dive Tech BV deeply cares about the well-being of its players and is dedicated to ensuring that they enjoy gambling in a responsible manner. The organization is committed to implementing a comprehensive set of processes and measures that prioritize player protection.

Deep Dive Tech's SR Policy and measures are designed to achieve the following objectives:

i) Prevent gambling from being a source of crime or disorder:

Deep Dive Tech BV actively works to maintain a secure and transparent gaming environment, free from criminal activities and disruptive behavior. Through stringent security measures and robust player verification processes, the organization aims to prevent any illicit or harmful activities associated with gambling.

ii) Ensure that gambling is conducted in a fair and open way:

Fairness is a fundamental principle of the organization. Deep Dive Tech BV is dedicated to providing a level playing field for all players, ensuring that gambling activities are conducted openly and transparently. The use of certified RNGs and adherence to industry best practices ensure fairness and trust in the gaming experience.

iii) Protect children and other vulnerable people from being harmed by gambling:

Deep Dive Tech BV recognizes the vulnerability of children and other susceptible individuals to the potential harms of gambling. The organization has strict age verification procedures in place to prevent underage gambling and actively promotes responsible gambling practices to safeguard vulnerable individuals from the adverse effects of gambling.

iv) Limit the negative consequences of gambling:

Deep Dive Tech BV acknowledges that gambling, if not approached responsibly, can have negative consequences. The organization proactively implements measures such as deposit limits, loss limits, self-exclusion options, and educational resources to help players maintain control over their gambling activities and mitigate any potential negative impacts.

Deposit limits (daily, weekly, monthly) must be available to all players, with reductions effective immediately and increases subject to a 7-day cooling-off period. Operators should also consider loss, time, or wager limits in line with their target market.

2.2. Responsible Gambling Measures

Deep Dive Tech BV upholds a strong sense of duty in providing responsible gambling measures that enable customers to experience gambling in an enjoyable, fair, and safe manner.

Problem gambling refers to the persistent urge to gamble, even in the face of negative consequences or a desire to stop. It is a condition recognized by psychologists and diagnosed as pathological gambling. Deep Dive Tech BV recognizes the importance of addressing problem gambling and is dedicated to implementing measures that safeguard vulnerable players.

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Responsible gambling measures are designed to protect the well-being of players and ensure a supportive environment. These measures encompass a range of processes, tools, and resources that enable players to maintain control over their gambling activities. Some key aspects include:

1. **Limits on Deposits, Losses, and Wagers:** Deep Dive Tech BV provides players with the option to set various limits on their gambling activities. This includes deposit limits, loss limits, and wagering limits. These limits allow players to manage their spending and ensure that they do not exceed their predetermined thresholds.
2. **Self-Exclusion:** The organization offers the players the option of a self-exclusion program that allows players to voluntarily exclude themselves from accessing their gambling services for a specific period.

By providing these responsible gambling measures, Deep Dive Tech BV aims to empower players to maintain control over their gambling activities. The organization recognizes that responsible gambling involves promoting a safe and enjoyable experience while preventing and addressing any potential negative consequences associated with problem gambling.

In accordance with CGA Mandatory Requirements, the operator must implement rigorous age verification processes to ensure all players are of legal gambling age (18+). Players must not be able to deposit or wager unless their age is verified via:

- Government-issued valid ID (passport, national ID, or driver's license).
- Secondary verification such as proof of address, selfie checks, or third-party database confirmation where necessary.

Any detected underage account must be closed, winnings forfeited, and deposits returned, except funds frozen under AML policy.

3. Underage Gambling

Deep Dive Tech BV strictly adheres to legal regulations and recognizes that it is illegal for anyone under the age of 18 to open an account or engage in gambling activities on the organization's platforms. Users are obliged to confirm that they are 18 years or older during the registration process. Clear and prominently displayed signs throughout the platforms inform players that they must be 18 or over to participate in gambling activities.

The operator must actively monitor player behaviour to detect problematic patterns. This includes reviewing deposit frequency, wager patterns, reversal of withdrawals, extended play without breaks, and frequent changes to limits. Alerts must be documented and escalated to the Compliance or Responsible Gaming Officer for potential intervention.

In the event that an underage player is discovered, Deep Dive Tech BV takes immediate and decisive action. The account of the underage player will be closed without delay, and any winnings, if applicable, will be confiscated.

4. Identification of Problem Gambling & Customer Interaction

Deep Dive Tech BV maintains a proactive approach to identify problematic gambling patterns and protect players from excessive gambling. Through continuous monitoring and the utilization of

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available data, the organization aims to identify players who may be at risk and take appropriate measures to ensure their well-being.

Deep Dive Tech’s customer support team plays a crucial role in this process. The team is extensively trained to recognize the signs of problem gambling and to interact with customers in a supportive and responsible manner. Any indicators or concerns identified by the customer support team will prompt necessary actions to address the situation effectively.

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Customer interaction is an essential aspect of Deep Dive Tech’s responsible gambling approach. The organization is committed to engaging with players in a compassionate and understanding manner, encouraging open communication about gambling habits, concerns, and potential risks. This interaction allows for the provision of support, guidance, and referral to specialized resources when necessary.

5. Training

Deep Dive Tech BV recognizes the critical importance of employee training in promoting responsible marketing and responsible gambling practices. As part of the Deep Dive Tech’s commitment to a responsible gaming environment, all employees joining the organization, regardless of their department, are required to undergo comprehensive Responsible Gambling (RG) training and assessment.

The RG training equips employees with the necessary knowledge and understanding of responsible gambling principles, including identifying signs of problem gambling, implementing responsible marketing practices, and engaging with customers in a supportive manner. This training ensures that all employees play an active role in upholding responsible gambling practices throughout their interactions with customers.

6. Implementation of Policy

Deep Dive Tech BV is committed to the effective implementation of this Social Responsibility Policy. To ensure its widespread adoption and understanding, the organization will inform all relevant customer-facing about the existence of this Policy. It is vital that employees directly involved in customer interactions are well-informed about the principles and guidelines outlined in this Policy.

In addition, Deep Dive Tech BV will establish clear and comprehensive procedures within the operations that align with the objectives and requirements of this Policy. These procedures will serve as a framework to implement the responsible gambling measures and responsible marketing practices outlined in the Policy.

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