

# **Operational Manual**

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Coinbar N.V.

Groot Kwartierweg 10

Livestrong Building

Curacao

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## 1. Introduction

This manual provides essential procedures, policies, and technical specifications to ensure operational integrity, security, and compliance with Curacao gaming regulations.

## 2. Business Overview

A Company active in the online gaming industry active as online gaming operator. The Company has a license from Curacao.

## 3. Payment Service Providers (PSPs)

List of Approved PSPs:

- Provider 1: Papara
- Provider 2: Hemen Öde
- Provider 3: Papel

Payment Methods Supported:

- Credit/Debit Cards
- E-wallets (Papara, Papel)
- Bank Transfers
- Cryptocurrencies

Payment Processing Procedures:

All transactions are processed through secured channels adhering to PCI DSS standards. Regular reconciliation and audit processes are established to monitor PSP activities.

## 4. Software and Platform Infrastructure:

- **Core Platform:** [Platform Name & Version]
- **Integrated Systems:**
  - Casino Suite
  - Sportsbook Module

- Customer Relationship Management (CRM) Software
- Backend Management Tools

#### Hosting and Cloud Services:

Hosted on Everymatrix compliant with ISO standards and protected with redundancies and failover systems.

#### 5. Random Number Generator (RNG) and Fair Gaming:

- **RNG Certification:**

RNG systems are certified by [Certification Body, e.g., eCOGRA, GLI].

- **RNG Frequency and Testing:**

RNG is tested continuously to ensure random outcomes, with formal audits conducted monthly.

- **Reporting & Transparency:**

Logs of RNG tests are maintained and available for regulatory inspection.

#### 6. Quality Assurance and Testing

- **Frequency of Testing:**

- Internal testing weekly
- External audits quarterly by licensed auditors

- **Test Procedures:**

Functional and mathematical testing of software for fairness, randomness, and integrity.

- **Issue Resolution:**

Immediate addressing of identified issues, with documented corrective actions.

#### 7. Information Security Policy

- **Policy Overview:**

Ensures confidentiality, integrity, and availability of data and systems.

- **Access Controls:**

Role-based access with two-factor authentication.

- **Encryption:**

Data in transit is secured via TLS 1.2/1.3; data at rest uses AES-256 encryption.

- **Incident Management:**

Procedures for detecting, reporting, and responding to security breaches.

- **Employee Training:**

Regular security awareness and training sessions.

## 8. IT Resources and Infrastructure

- **Hardware Resources:**

Servers, workstations, and network devices with specified configurations.

- **Software Resources:**

Operating systems, security software (firewalls, antivirus), and monitoring tools.

- **Network Security:**

Firewalls, VPNs, intrusion detection/prevention systems.

- **Maintenance & Upgrades:**

Regular patching, updates, and hardware replacements.

## 9. Data Uploading, Storage, and Protection

- **Data Upload Procedures:**

Secure protocols (SFTP, HTTPS) used for data transfer.

- **Data Storage:**

Data stored in encrypted databases with access logs.

- **Data Backup & Recovery:**

Daily backups with off-site storage; disaster recovery plan documented.

- **Data Protection Compliance:**

Compliance with GDPR and local data privacy laws.

## 10. Applications and Security Measures

### Applications Used:\*\*

- Payment Gateway Modules
- Player Account Management System
- Anti-Fraud and Monitoring Tools

### Security Measures:\*\*

Regular vulnerability assessments, application firewalls, and session management controls.

## 11. Compliance and Continuous Improvement:

### - \*\*Regulatory Compliance:\*\*

Regular audits to ensure adherence to Curacao gaming laws and AML/KYC regulations.

### - \*\*Training & Development:\*\*

Ongoing