

PRIVACY POLICY

Last updated: 02.06.2025

INTRODUCTION

This Privacy Policy describes how we collect, use, store, transfer or retain your personal data when you use our services through the <https://chexx.bet> Website (the “Website”).

We process any personal information you provide or information we hold about you in the manner set out in this Privacy Policy. Information may be provided through our Website <https://chexx.bet>, by phone or by other means.

By accepting the Privacy Policy, you confirm that you have read and agree to the use of personal data in accordance with the provisions specified in the Privacy Policy. If for any reason you do not agree to the terms of this Privacy Policy, please do not use the Website or provide us with your personal information in any other way.

chexx.bet is owned and operated by Continent Gaming N.V., a limited liability company registered in Curacao with company registration number 159857, with registered address at Zuikertuintjeweg Z/N (Zuikertuin Tower), Curacao (“Company”), that is licensed and regulated by the Curaçao Gaming Authority to offer games of chance under license number OGL/2024/1332/0669.

INFORMATION WE COLLECT

The information and data we may collect, use and process includes the following:

- information that you provide by filling out forms when registering and further using the Website, or any other information that you send to us through the Website or by email;
- location data and other transmitted data (including IP address and browser type) collected when you use the Service;
- technical information about your device and platform;
- pages visited and content viewed, links and button clicks, URLs viewed before and after using our Service;
- your bets, deposits, payouts, payment method and other account transactions — this data is periodically analyzed to improve the Service provided to you;
- your communications or other interactions with us via email, standard mail, text messages (SMS), online forms, instant messengers or telephone;

- your social network profile information (name, profile picture and other information you provide) when you connect to a social network account or when you contact us through a social network account;
- information from databases of third parties to comply with our legal and regulatory obligations;

We may collect additional information about you that you provide to us while using our Service.

USE OF INFORMATION

To provide the requested services or fulfill contractual obligations to you:

- support and deliver service communications, including messages about our services that require you to provide feedback, and notify you of changes to our website, our services, or our terms of service and policies;
- for the purpose of conducting security checks at any time to verify your identity, the information you provided during registration, and to check your use of our services for possible violations of these Terms of applicable law.

To conduct our business and ensure our legitimate interests:

- for the purpose of analyzing and responding to inquiries, questions, and complaints and responding to any form of feedback;
- to help you participate in promotions, market research and events;
- phone calls and chat conversations with Customers may be recorded in order to improve the quality of our services and products, train staff, and also in case you file a complaint in the future in order to record the dialogue;
- to provide promotional offers and information in which you have expressed an interest or where we have reason to believe you are interested in our products;
- we monitor our Website and online services and use your personal information to improve and protect our content, services and website;
- we use your personal data to ensure that our Website and services are personalized based on your preferences;
- we monitor Client accounts in order to prevent dishonest and fraudulent activities on our Website;
- we use personal data to address complaints received from you or other users regarding our Website or Service;
- we may need to share your information with trusted third party service providers that we need to provide our gambling services, including support services, information security, marketing services, data analysis, research and surveys;

- we will use personal data to comply with legal and regulatory requirements and conduct investigations as necessary (including disclosure of this information in connection with a lawsuit or proceeding).

According to your preference:

- we will use your personal data to deliver marketing communications that may be of interest to you through a variety of platforms and communication channels, including email, text messages, telephone, regular mail, online forms, the functionality of incoming messages on our site, push notifications and other channels available to us to provide you with information about our products, services and promotions;
- to share your contact information with selected media partners and affiliates to enable them to offer their marketing services to you. All of the above actions are carried out only with your consent and in accordance with your preferences;
- to provide you with access to surveys or promotions to which you have consented;
- in other cases, when we ask your consent to the use of personal data, we will use them for the purposes specified in each specific case;
- in all cases where we require your consent, you can always withdraw your consent, although we may have a legal basis for processing your data for other purposes, such as those listed above. You can opt out of processing your data at any time by updating your marketing preferences.

For purposes required by law:

- to respond to requests from government or law enforcement agencies conducting an investigation;
- to investigate and/or report fraud, terrorism, misrepresentation, security incidents or crimes in accordance with applicable law.

YOUR RIGHTS REGARDING PERSONAL DATA

You have numerous rights under the law when it comes to your data. We will support you if you choose to exercise any of the following personal data rights:

- The right to object to data processing. You have the right to object to any processing of personal data if we carry out it in order to ensure our legitimate interests.
- The right to be informed. You have the right to be clear, transparent and understandable about how we use your information and about your rights.
- Access rights. You have the right to access the personal data we hold or process.
- Right to amend. You have the right to correct your information if it is inaccurate or incomplete. You can contact us with a request to correct errors in the information we hold.

- The right to delete. This right, also known as the "right to be forgotten", empowers you to request that we delete or remove your information in our possession. This right is not absolute and will not be valid if there are legal or overriding reasons.
- The right to restrict processing. You have the right to "block" or stop further use of your information. If processing is restricted, we may still store your information, but we will not use it further.
- Right to data portability. You have the right to receive and reuse your data for your own purposes across different services. However, this right is not general and there are exceptions to it.
- Right to file a complaint. You can lodge a complaint with any relevant data protection authority.
- The right to withdraw consent. Cancellation of consent previously granted by you; however, this will not override any data processing for which consent has been obtained in the past.

SECURITY OF PERSONAL DATA

We understand the importance of information security and the means needed to protect it. We use reasonable organizational, technical and administrative measures to protect your personal data from unauthorized access or unauthorized modification, disclosure or destruction of information in our possession, and we also take the necessary measures to ensure an adequate level of data security by our subsidiaries, agents, affiliates partners and service providers.

RETENTION OF PERSONAL DATA

The period for which we retain your data depends on the purpose for which it was collected, whether you requested deletion of the data, and whether there are legal obligations to retain the data (for example, to comply with regulatory requirements). We will retain data about you for at least as long as it is necessary to fulfill the purposes for which the data was collected. If we process your personal data for marketing purposes or with your consent, we will do so until you ask us to stop processing, and for some time after receiving this request (because it takes some time to fulfill your request). We also retain your request to stop receiving marketing communications or processing your personal data on an ongoing basis in order to comply with your request in the future.

If we retain your personal data in order to comply with our legal obligations, we will retain your personal data until the expiration of all data retention periods prescribed by relevant laws.

CHANGES TO OUR PRIVACY POLICY

We may update this Privacy Policy from time to time, so please review it regularly.

If there are any material changes to this Privacy Policy, we will notify you of the changes if required by law. We recommend that you regularly review this page to familiarize yourself with changes to the Privacy Policy. We will make reasonable efforts to notify you in advance of them by e-mail, through an announcement on the Website or using other communication channels agreed by the parties. We will notify you of the changes in advance, giving you sufficient time to review and understand them before the changes become effective.

We will not enforce material changes to the Privacy Policy without your express consent. If you refuse to accept the changes to the Privacy Policy, or if you do not accept the changes within the set period of time, we may not be able to continue to provide you with some or all of the products and services.