

PRIVACY POLICY

Last updated: 29.09.2026

INTRODUCTION

This Privacy Policy explains how Continent Gaming N.V. (“Company”, “we”, “us” or “our”), the operator of the CHEXX website (<https://chexx.bet>), collects, uses, stores, shares and protects your personal data when you use our Website and Services.

Continent Gaming N.V. is responsible for processing your personal data in accordance with applicable data protection laws, including the Curacao National Ordinance on the Protection of Personal Data.

Further information about the Company, including its registered address, registration number and gaming license, is available in our Terms and Conditions.

This Privacy Policy forms part of our Terms and Conditions.

PERSONAL DATA WE COLLECT

We may collect and process personal data necessary to provide our Services, manage player accounts, process transactions, ensure security and comply with applicable legal and regulatory requirements.

This may include, without limitation:

- Personal identification, contact and account information;
- Identity verification and compliance information, including information required for KYC, AML/CFT and sanctions screening;
- Payment, transaction and gaming activity information;
- Technical and usage data;
- Communications with us; and
- Information obtained from third parties where necessary for the above purposes.

The personal data we collect may vary depending on how you use our Services and the applicable legal and regulatory requirements.

We collect information directly from you, automatically through the Website, and from authorized third parties where appropriate. If you do not provide required information, we may be unable to provide some or all of the Services.

WHY WE USE PERSONAL DATA

We collect and process your personal data for the following purposes:

- Providing our Services: to register and manage your account, process deposits, withdrawals, bets and winnings, provide customer support, respond to your inquiries and notify you of changes to our Services or policies.
- Legal and regulatory compliance: to verify your identity and age, conduct KYC and AML checks, monitor transactions, perform sanctions and PEP screening, and report suspicious activities to competent authorities where required by applicable law.
- Security and fraud prevention: to protect our Website and Services, verify account activity, detect and prevent fraud, collusion, unauthorized access and other prohibited activities, and investigate potential violations of our Terms and Conditions or applicable law.
- Responsible gaming: to monitor gaming activity, identify potential risks and apply responsible gaming measures, including account restrictions where required or permitted by applicable regulations.
- Customer support and service improvement: to handle complaints and disputes, analyze feedback, improve our Website and Services, and, where applicable, record calls or chat conversations for quality assurance, staff training and dispute resolution.
- Marketing and personalization: to provide promotional offers, personalize content and communications, conduct surveys and inform you about products, services and promotions, subject to your preferences and applicable law.
- Legal claims and investigations: to establish, exercise or defend legal claims, cooperate with competent authorities and respond to lawful requests.

We process personal data only where we have an applicable legal ground, including the performance of our agreement with you, compliance with legal obligations, our legitimate interests or your consent where required by law.

Where processing is based on your consent, you may withdraw it at any time. Withdrawal of consent does not affect processing already lawfully carried out or processing based on another legal ground.

MARKETING AND COOKIES

You may opt out of direct marketing at any time, free of charge, by using the unsubscribe option where provided, adjusting available account preferences or contacting customer support. We will respect your objection to the use of your personal data for direct marketing.

We may use cookies and similar technologies to support essential Website functions, maintain security, remember preferences, analyze Website performance and, where applicable, provide personalized content or advertising. Where required by applicable law, we will obtain your consent for the use of non-essential cookies and similar technologies.

YOUR RIGHTS REGARDING PERSONAL DATA

Under applicable data protection laws and subject to relevant legal exceptions, you may have the following rights:

- *Access*: to request information about the personal data we process about you.
- *Correction and deletion*: to request correction, completion, deletion or blocking of personal data that is inaccurate, incomplete, irrelevant or otherwise processed contrary to applicable law.
- *Objection*: to object to certain processing based on your particular circumstances, or to direct marketing at any time and free of charge.
- *Withdrawal of consent*: to withdraw your consent where processing is based on consent, without affecting the lawfulness of previous processing or processing based on other legal grounds.
- *Additional rights*: to exercise any other rights available to you under applicable data protection laws.

You may exercise your rights by contacting us through the contact channels available on our Website. We may request information necessary to verify your identity.

We will respond to requests within the time limits prescribed by applicable law, including within four (4) weeks for requests for access, correction or deletion under Curacao law.

We may refuse or restrict a request where permitted or required by law, including where personal data must be retained to comply with AML/CFT obligations. Where required by law, we will explain the reasons for our decision.

SHARING AND INTERNATIONAL TRANSFERS OF PERSONAL DATA

We may share your personal data with trusted third-party service providers, business partners and competent authorities where necessary to provide our Services, fulfil contractual obligations, protect our legitimate interests or comply with applicable legal and regulatory requirements.

As an international online gaming operator, we may also transfer, store and process your personal data outside Curacao, including through third-party service providers. Any such sharing or

international transfers will be carried out in accordance with applicable data protection laws, with appropriate safeguards implemented where required.

SECURITY OF PERSONAL DATA

We use appropriate technical and organizational safeguards designed to protect personal data against unauthorized access, loss, misuse, alteration and unlawful disclosure. Access is limited to authorized personnel and providers with a legitimate need. No online service can guarantee absolute security; you should also keep your account credentials confidential and notify us of suspected unauthorized access.

RETENTION OF PERSONAL DATA

We retain personal data only as long as necessary for the purposes described in this Policy, subject to applicable legal, regulatory and record-keeping requirements.

In accordance with applicable Curacao AML/CFT/CPF requirements, we retain customer due diligence records and related account documents for at least five (5) years after the business relationship ends, and transaction records for at least five (5) years after the relevant transaction. Longer retention may be required or permitted, for example for regulatory requests, investigations or legal claims.

Other account, gaming, security, communications and support records are kept for periods justified by operational needs and applicable requirements. Marketing data is kept while it is needed for permitted marketing activities; we may retain minimal suppression records to respect an opt-out. When retention is no longer justified, we delete or anonymize personal data securely.

CHANGES TO PRIVACY POLICY

We may update this Privacy Policy to reflect changes in our Services, data practices or applicable legal requirements. The latest version will be published on the Website with its update date. We will provide further notice, and obtain consent where legally required, if a change materially affects how we process personal data.

CONTACT US

If you have any questions about this Privacy Policy or wish to exercise your rights regarding your personal data, please contact us through the customer support channels available on our Website.