

Privacy Policy

1. General

CBN SURINAME N.V., dba the Surinaamse Lotto (hereinafter: SL”) is mindful of our responsibility to protect the Personal Information our Users entrust to us. We take this responsibility seriously. Our treatment of our Users’ Personal Information will be in compliance with the laws of Suriname as well as international norms – from the moment we obtain said Personal Information to the moment it is deleted from our database.

For the purposes of this Privacy Policy “Personal Information” shall mean any recorded information about an identifiable individual and “User” shall mean any participant in the games we offer online. Personal Information does not include anonymized information where information collected from an individual has identifiers associated with a particular individual removed.

This Privacy Policy forms an integral part of our Terms & Conditions and governs how and why your Personal Information will be collected by us. The following matters will be addressed herein:

- Purposes of collecting Personal Information;
- Personal Information we may collect;
- Use of Personal Information;
- Disclosure of Personal Information to third parties and third party websites;
- Information Security;
- Cookies;
- User Rights;
- Changes to this Privacy Policy and User duty to keep Personal Information up to date;
and
- How to contact us.

This Privacy Policy applies to this website as well as any other online platform we may provide.

2. *Purposes of collecting Personal Information*

We only collect Personal Information from our Users as far as this is necessary for specific purposes and it is legally permitted. The Personal Information we collect is used for the following purposes:

- to establish that our Users are of the legal age to be able to participate in the games that we offer. Our games are not offered to persons that have yet to reach the legal age to be able to participate in them;
- to allow us to improve our service, products, programs, offerings and processes;
- the creation of anonymized data.
- for product administration;
- for marketing purposes;
- to facilitate compliance with applicable law and maintaining the integrity of our operations;
- for purposes of the prevention of money laundering and/or funding of terrorism, as required by the laws of Suriname.
- to share it confidentially with our affiliates, contractors, suppliers and professional advisors who assist SL in operating our business;

3. *Personal Information we may collect*

The information we may collect includes but is not limited to a User's:

- name;
- date of birth;
- e-mail address;
- supporting documents to verify identity;
- phone number(s);
- address;
- professional information such as occupation or industry of employment;
- device information and connection IP address;
- payment information;

- withdrawal account information;
- language and marketing preferences;
- device location;
- supporting documents to confirm withdrawal account ownership;
- responsible gaming settings/limits;
- username and password;
- security questions and answers;
- customer service records;
- transaction and play history;
- User account information.

4. Use of Personal Information

The Personal Information entrusted to us will be treated as strictly confidential, except:

- a. in the situation described under 5 or for purposes related to our anti-money laundering compliance obligations;
- b. in order to exercise legal rights we may be required to bring against you due to your breach of the Terms and Conditions;
- c. to respond to legal proceedings; or
- d. as otherwise permitted by applicable law.

We only retain Personal Information for the length of time necessary for the intended purpose of data collection or for as long as we are legally required to do so.

5. Third party websites

Our websites and other materials may provide links to third-party websites for your convenience and information. This Privacy Policy does not extend to any websites or products or services provided by third parties. We do not assume responsibility for the privacy practices of such third parties, and we encourage you to review all third-party privacy policies prior to using third-party websites, products or services.

6. *Information Security*

We have implemented physical, organizational, contractual and technological security measures in an effort to protect your Personal Information from loss or theft, unauthorized access, use, or disclosure.

Like most organizations, we cannot guarantee that our safeguards will always be effective. A breach of security safeguards can result in such risks as phishing and identity theft. In such cases, we act promptly to mitigate the risks and to inform you where there is a real risk of significant harm, or as otherwise required by law.

If you believe that your interaction with us is no longer secure (for example, if you feel that the security of any information that you provided to us has been compromised), please contact us immediately in the manner described below under “How to contact us”.

7. *Cookies*

Our website(s) use(s) Cookies to improve your experience. A cookie is a small piece of data stored on your computer that identifies you as a single user. This information contains information to link your computer to your account on our website. The use of a cookie is not linked to any Personal Information you have provided.

8. *User rights*

Our Users will have the following rights with respect to our handling of their Personal Information:

- Rights of access and data portability: The User may obtain a copy of the Personal Information held by us about them at any time.
- Right of rectification: In the event that the data held about a User by us is inaccurate, incomplete or outdated, the User may request the rectification of said data, however it shall be up to us to determine whether the identified inaccuracy, incompleteness or outdatedness should be corrected.
- Right to restriction of processing, objection to processing and withdrawal of consent: The User may at any time request that we restrict or cease to conduct certain data processes provided that there exists no other lawful basis on which we are authorized to process said data.

- Right to lodge a complaint: All requests, complaints or queries may be addressed to us in the manner described below under “How to contact us”. We will consider any requests, complaints or queries and provide you with a reply in a timely manner.
- Right to unsubscribe from promotional communications: Users may unsubscribe from our promotional communications whenever they wish by pressing the unsubscribe button in the communication they receive.

9. *Changes to this Privacy Policy and User duty to keep Personal Information up to date*

9.1 Changes to this Privacy Policy

SL reserves the right to modify this policy at any time, so please review it frequently. Whenever we do so, we will post the updated version on our website(s).

9.2 Changes to your Personal Information

It is important that the Personal Information we hold about our Users is accurate and current. Please keep us informed if your Personal Information changes during your relationship with us.

10. *How to contact us*

All comments, questions, concerns or complaints regarding your Personal Information or our privacy practices should be forwarded to our Legal Department at: general.counsel@cbnco.com