

## Responsible Gambling

### 1. The risks associated with gambling and how to gamble safely

Betway is committed to doing everything possible to give its customers an enjoyable playing experience, whilst recognising that gambling can cause problems for a minority of individuals. It is important to note that gambling should be for fun and never to make money or to escape from your problems. Gambling might cause certain risks such as physical, mental or economic problems. We want you to make a good use of our platform, therefore you should always be aware of the amount of money and time spent gambling, and please familiarise yourself with the responsible gambling tools available to you to help minimise any potential risk of gambling.

To ensure that you continue to enjoy safe and manageable play we fully support Responsible Gambling and have numerous measures in place to ensure customer safety.

Please contact the following number to hear a full list of responsible gambling tool information: 910 470 240.

### 2. Registration procedure

To play at Betway, you are required to enter your personal details during the Customer registration process. Personal details include, but are not limited to: First Name, Surnames, Date of Birth, DNI/NIE, Address, Nationality, Email, Telephone number, etc.

Betway does not accept non-Spanish residents.

To carry out the registration of Your Customer account, Betway:

- verifies that You are not registered in the General Register of Gambling Access Bans ("RGIAJ"),
- checks the identification data provided through either the tool of Identity Verification System of the participants of the DGOJ or through other third party systems or alternative means of verification, and
- verifies the data provided by You through a documentary verification.

Acceptable identification documentation includes, but is not limited to:

- DNI, NIE or passport;
- copy of a recent utility bill confirming residence, such as an electricity bill, telephone bill etc. (important: the utility bill must not be older than 6 months); and
- copy of a recent credit / debit / bank account statement (note: the account statement must relate to a financial method used and must not be older than 3 months).

The registration process of Your Customer account is as follows:

- While Your identity has not been validated in the Identity Verification Service of the participants of the DGOJ or in any other identity verification service, You will not be able to participate in the Games, nor make deposits or withdrawals.
- Once You are correctly identified through any identity verification system and the documentary verification is pending, You may deposit, up to a joint limit of 150 euros, and participate in the Games, but may not withdraw the prizes, regardless of their amount or nature. The status of your gambling account will be considered as "pending verification of documentation".

- Once You are identified through documentary verification correctly, You may participate in the Games and make deposits and withdrawals. Thereafter, the status of Your gambling account is active.

For the purposes of documentary verification, the following documents will be considered reliable:

- For individuals of Spanish nationality, the National Identity Document.
- For individuals of foreign nationality, the Residence Card, the Foreigner's Identity Card, the Passport or, in the case of citizens of the European Union or the European Economic Area, the document, letter or official personal identity card issued by the authorities of origin. The identity document issued by the Ministry of Foreign Affairs and Cooperation for the diplomatic and consular representatives of third countries in Spain will also be valid for the identification of foreigners.
- In exceptional cases, Betway may accept other personal identity documents issued by a governmental authority as long as they have the appropriate authenticity guarantees and include a photo of the holder.

### **3. Protection of Minors and prohibition to gamble**

With the Internet so readily accessible in homes around the world, responsible online gambling relies heavily on responsible parenting. In order to ensure child safety on the Net, Betway encourages its customers to make use of filtering software to prevent minors from accessing inappropriate online material. Underage gambling is not only illegal but can also result in gambling dependencies and huge gambling debts incurred by unsupervised children.

Betway aims to protect vulnerable people and minors. Any person under 18 years old will be prevented from registering on our gambling platform. Our technical implementations ensure that minors are not allowed to register on our website. However, in the case a minor was able to register on our website using fake data or the data of an adult, once such account has been detected:

- Betway will refund all deposits and confiscate the winnings.
- The gambling account will be closed.

#### **3.1 Tips for Parents and parental control systems**

- Do not leave your computer unattended when your gambling software is running.
- Password-protect your gambling account and don't use the option of "save password" given by the browser.
- Do not allow persons under 18 to participate in any gambling activity.
- Keep your identity documentation, bank account number and credit card(s) out of the reach of children.
- Do not save passwords on your computer.
- Limit the amount of time your children spend online and make use of software to prevent your children from accessing inappropriate material.
- Please note, you can use parental control systems like Cyber Sitter or Net Nanny as a form of prevention to stop underage persons from accessing gambling websites. These are, however, paid platforms so there is a cost involved.

#### **4. The NODS Diagnostic Screen for Gambling Disorders**

If you want to self-evaluate whether to modify or seek help for your gambling behaviour, please click on the following link <https://www.ordenacionjuego.es/participantes-juego/juego-seguro/comportamientos-riesgo>.

In case You respond “yes” to one or more questions, we recommend you o contact any of the organizations mentioned hereinafter.

#### **5. Help organizations and National Heath System services**

If you or someone you know has a gambling problem, we advise you consider assistance from one of these recognised organisations:

- Fejar – [fejar.org](http://fejar.org)
- Gamblers Anonymous – [gamblersanonymous.org/ga](http://gamblersanonymous.org/ga)

Jugarbien offers an interactive map showing associations/institutions that offer help for gambling problems. Please access the following link to find the National Health System structures that you can use according to your place of residence: <https://www.ordenacionjuego.es/participantes-juego/juego-autorizado/enlaces-interes/instituciones?text=&ccaa=132&type=164>

#### **6. Safe Gambling**

The General Directorate for Gambling Regulation has a website dedicated to safe gambling where you can find information and tools regarding responsible gambling. You can access it through the following link: <https://www.ordenacionjuego.es/participantes-juego/juego-seguro>

In this section, you will find information about safe gambling environments and measures, as well as information about deposit limits and gambling behaviours, among other topics.

#### **7. Deposit Limits**

In compliance with applicable Spanish regulations, the following deposit limits are automatically implemented on your Betway account upon registration:

- Daily – maximum deposit limit: €600
- Weekly - maximum deposit limit: €1,500
- Monthly - maximum deposit limit: €3,000

At your request, deposit limits can be decreased, increased or even removed. To do so, please click on the ‘Limits’ tab within the Responsible Gambling tools (you must be logged in):

- Enter the new deposit limits in the ‘Deposit Limits’ section if you wish to decrease or increase your deposit limits
- Click on ‘Remove all default limits’ if you wish to remove all your deposit limits

Should you wish to remove or increase your deposit limits above the amounts applied by default, we will consider your request provided that:

- You pass the test on responsible gambling and the prevention of addictive behaviour;
- If the test is not passed, you may request a new increase or removal of your deposit limits 90 days after taking the test.
- If the test is passed, an analysis will be performed on your gambling history of the last 3 months based on the way you have gambled to ensure that there are no signs of addiction in your behaviour and that you have not engaged in risky behaviour during that period.

Should you pass the test, and our internal review suggests there are no signs of addiction, the new limits will come into force within 3 days after the analysis is resolved with a positive outcome. It will not be possible to request an increase or removal on the limits set by a customer if 90 days (3 months) have not passed since the last increase of their limits.

Decrease on in deposit limits will be implemented immediately.

If you would like to set a deposit limit you can access this feature by clicking on 'Responsible Gambling' under the 'My Account' section once logged in. Alternatively, you can contact Customer Service for Assistance.

## **8. Self-Exclusion**

You may, at any time, request temporary or permanent self-exclusion from play at Betway. The Self-Exclusion options available are:

- Temporary self-exclusion – you may suspend your account temporarily between 24 hours and 3 months
- Permanent self-exclusion – the account is suspended indefinitely (note: at a customer's request, the account may be considered for re-activation subject to verification by Betway and following a self-exclusion period of a minimum of 6 months)

Upon immediate receipt of your Self-Exclusion request, measures will be taken by Betway to ensure that in a maximum period of 48 hours you cannot participate in any further game play or perform any deposits until the self-exclusion period expires.

During the period of self-exclusion, You will not receive promotions, marketing or any other commercial communication.

Please note: In the case of a Permanent Self-Exclusion request, we recommend to also register your details on RGIAJ.

## **9. Self-Prohibition**

The General Register of Gambling Access Bans (RGIAJ) is a register containing the details of all Spanish citizens who have either voluntarily banned themselves or who are prohibited by court order from participating in gambling activities. The register is managed by the DGOJ.

The registration is permanent, and it also means that any other account previously created with any other gambling operator in Spain will be suspended. This inscription can be cancelled, upon prior request, after 6 months.

Betway will automatically verify all its customers against the RGIAJ every hour. Should a customer be found on the register, a message will display, access to the Betway Site will be blocked and the consequences of the suspension of the account will be communicated to You.

During the suspension, You will not be able to make deposits or participations. In addition, You may request the transfer of the balance of your game account (including the prizes obtained prior to the suspension), as well as the prizes won during the suspension of the gambling account as a result of your previous participation in the games.

Once your registration in the RGIAJ is cancelled, upon your request, Betway may lift the suspension of your gambling account and allow you to participate in the games.

During the period of self-prohibition, You will not receive promotions, marketing or any other commercial communication.

[Click here](#) for more information about RGIAJ and to access the registration form.

## **10. Customer interaction and detection of risky behaviours**

Betway has developed a Customer Interaction Program ("CIP") to monitor and analyse customer behaviour. Where there may be indications that you could be at-risk or a potential problem gambler, or have changed your normal gambling behaviour, you will immediately be categorized as a player with risky behaviour and the following measures will be actioned:

- We will expressly communicate your categorization as a player with risky behaviour;
- We will interact with the aim to avoid any potential or further gambling related harm and, if possible, inform you about the changes in your behaviour that we noticed, assist the you to moderate your behaviour with our responsible gambling tools to reduce the risk of harmful play to a sustainable and safe level.
- Please note that until we managed to interact with you, your gambling account will be suspended and you won't be able to access it.
- Among the measures we can apply to your gambling account to reduce the risk are applying a deposit limit, apply a temporary or indefinite period of self-exclusion or even close your gambling account.
- You won't receive any commercial communication, be able to take part in any of our promotions and/or be part of our specialized care services while you are categorized as a player with risky behaviour.
- Once we deemed that the risk has been mitigated and it is safe for you to participate in our gambling offer, you no longer will be classified as a player with risky behaviour. This circumstance will be expressly communicated to you.
- Furthermore, once you are no longer classified as a player with risky behaviour, you won't receive any commercial communication for a further two weeks and you won't be able to take part in our promotional offers for an additional period of forty-eight hours.

## **11. Responsible gambling helpline support**

Betway has a hotline number which can be called 24/7, 365 days a year which will explain the Responsible Gambling features and how to use them. More specifically, you will be informed about:

1. The risk that gambling activity might create
2. The possibility of carrying out a self-assessment test
3. Possibility of self-ban and self-exclusion
4. Information related to public health institutions related to gambling problems and another associations or institutions the player can use depending on their residence.

It is operated directly by Betway and the number is 910 470 240.

## **12. Other responsible gambling tools**

### **12.1. Activity Statement**

Information relating to each of your gaming sessions at Betway can be viewed for up to 365 days. The information is available within your gambling account (you must be logged in) and it includes the start date and time of your gaming session plus its duration.

Further information regarding your activity at Betway can also be viewed for a period of 365 days. The information includes details about your account balance, gambling history (including bet amounts, winnings and losses), deposits, withdrawals and other related transactions.

You can also request a monthly summary of your activity by contacting our Customer Support team. Once your request has been received, we will send you your monthly summary to your email address registered on your gambling account.

## **12.2. Time Out**

Customer protection is further enhanced by the 'Time Out' feature, which triggers a 'time out' of the casino software and forces a re-connection to continue play. The 'time out' occurs following a set period of inactivity when logged in, which may be selected between 1 and 20 minutes.

## **12.3. Casino Games (Slots, Roulette, Blackjack)**

### **a) Session Limits**

When selecting to play any of Betway's Casino Games (Slots, Roulette, Blackjack), a window will pop up in which the following should be set up:

- Time Limit: It is the time you wish to play casino games. 30 minutes, 1, 2, 6, 12 or 24 hours can be selected.

- Loss Limit: It is the maximum amount you may lose during the session.

When the session starts, you must enter the amount you wish to play. This amount will never be over your account balance.

Once the time limit or the loss limit is reached, the session will automatically end.

### **b) Reminder Period**

An alert / reminder message will pop up every 60 minutes to remind you of the time spent and the amount lost during the Casino Games session.

### **c) Temporary Restriction on Playing Casino Games**

When setting up the Casino Games Session, you will have the option to set a cooling off period during which it will not be possible to access and play casino games.

You can select to not play casino games for 1 hour, 1 day, 1 week or 1 month.

### **d) Responsible Gambling Reminder**

If you wish to start a new Casino Games Session within sixty minutes of your previous session, a message is displayed to invite you to check Betway's Responsible Gambling policy.

### **e) Casino Games Payout Percentage**

You may check the casino games payout percentage at Payout Percentages, Minimum and Maximum Bet section.

### **f) Rules of Play**

Before you start playing, we recommend that you read the rules of the games.

#### **g) General Odds of Winning**

To ensure the maximum protection of our players, the payout percentages of our games are published on a monthly basis and certified by eCOGRA (eCommerce and Online Gambling Regulations and Assurance).

To see the payout percentages of our games types click here.

#### **h) Odds of Winning for Specific Games**

To see the payout percentage ratio of each game, visit our Payout Percentages, Minimum and Maximum Bet page.

To download a copy of this policy, please click here.

You can access the information contained in this section by clicking on the following link: <https://betway.es/p/juego-responsable/en-es/>

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