

TERMS AND CONDITIONS

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1. GENERAL

Before using our website, please read these Terms and Conditions carefully. By registering a Player Account with the website you agree and confirm your consent with the Terms and Conditions.

The website www.betchain.com ("Casino", "Website", "Company", "We", "Us", "Our") is owned and operated by Dama N.V., a company registered and established under the laws of Curaçao, with registration number 152125 and registered address at Julianaplein 36, Willemstad, Curaçao, and its wholly-owned subsidiary, Struikin Limited, registered address Pavlov Nirvana & Aipeias, 4, ALPHA TOWER, Floor 1, Flat 11, 3021, Limassol, Cyprus, and registration number HE 407624. Dama N.V. is licensed and regulated by Antillephone N.V. (license no. 8048/JAZ2020-013).

It is the player's sole responsibility to inquire about the existing laws and regulations of the given jurisdiction for online gambling.

2. CHANGES TO TERMS AND CONDITIONS

The Casino reserves the right to unilaterally change these Terms and Conditions may be changed by the Casino when such need occurs. We will do our best to notify our players of any significant changes by email. However, we do recommend all players to revisit this page regularly and check for possible changes.

3. WHO CAN PLAY

The Casino accepts players only from those countries and geographic regions where online gambling is allowed by law. It is the player's sole responsibility to inquire about the existing gambling laws and regulations of the given jurisdiction before placing bets on the website.

The Casino accepts strictly adult players (the minimal age is 18) and players who have reached the age specified by the jurisdiction of player's place of residence as eligible for online gaming. It is the player's sole responsibility to inquire about the existing laws and regulations of the given jurisdiction regarding age limitations for online gambling.

It is entirely and solely your responsibility to enquire and ensure that you do not breach laws applicable to you by participating in the games. Depositing real funds

and playing for real money is subject to the laws of your country, and it is your sole responsibility to abide by your native regulations.

The Company reserves the right to ask for the proof of age from the player and limit access to the Website or suspend the Player Account to those players who fail to meet this requirement.

Any bonuses are not available to players from Sweden, including participation in any kind of promotional programs, receiving VIP rewards, as well as exchange of comp points.

Users from the following countries and their territories ("Restricted Countries") are not allowed to deposit and play real money games: Afghanistan, Åland Islands, Albania, Algeria, American Samoa, Andorra, Angola, Anguilla, Antarctica, Antigua and Barbuda, Argentina, Armenia, Aruba, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belgium, Belize, Benin, Bermuda, Bhutan, Bolivia, Bonaire, Bosnia and Herzegovina, Botswana, Bouvet Island, British Indian Ocean Territory, Brunei Darussalam, Bulgaria, Burkina Faso, Burundi, Cabo Verde, Cambodia, Cameroon, Cayman Islands, Central African Republic, Chad, Chile, China, Christmas Island, Cocos (Keeling) Islands, Colombia, Comoros, Congo Democratic Republic of the Congo, Cook Islands, Costa Rica, Côte d'Ivoire, Croatia, Cuba, Curaçao, Czechia, Djibouti, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Falkland Islands (Malvinas), Faroe Islands, Fiji, French Polynesia, Gabon, Gambia, Georgia, Ghana, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guernsey, Guinea, Guinea-Bissau, Guyana, Heard Island and McDonald Islands, Holy See (Vatican City State), Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Iran, Iraq, Isle of Man, Israel, Jamaica, Jersey, Jordan, Kenya, Kiribati, Kyrgyzstan, Lao People's Democratic Republic, Latvia, Lebanon, Libya, Liechtenstein, Lithuania, Macao, Macedonia, Madagascar, Malawi, Malaysia, Maldives, Mali, Marshall Islands, Mauritania, Mauritius, Mexico, Micronesia, Moldova, Monaco, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Netherlands, Nepal, New Caledonia, Nicaragua, Niger, Nigeria, Niue, Norfolk Island, North Korea, Northern Mariana Islands, Oman, Pakistan, Palau, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Pitcairn, Poland, Portugal, Puerto-Rico, Qatar, Republic of the Congo, Romania, Rwanda, Saint Barthélemy, Saint Helena, Saint Kitts and Nevis, Saint Lucia, Saint Martin (French part), Saint Pierre and Miquelon, Samoa, San Marino, Sao Tome and Principe, Saudi Arabia, Senegal, Serbia, Seychelles, Singapore, Sint Maarten (Dutch part), Slovakia, Solomon Islands, Somalia, South Georgia and the South Sandwich Islands, South Korea, South Sudan, Spain, Sri Lanka, Suriname, Svalbard and Jan Mayen, Swaziland, Sweden, Syrian Arab Republic, Taiwan, Tajikistan, Tanzania, Thailand, Timor-Leste, Togo, Tokelau, Tonga, Trinidad and Tobago, Tunisia, Turkey, Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, United Kingdom, United States Minor Outlying Islands, Uzbekistan, Vanuatu, Venezuela, Vietnam, Virgin Islands, Wallis and Futuna, Western Sahara, Yemen,

Zambia, Zimbabwe. The Casino cannot guarantee successful processing of withdrawals or refunds in the event that player breaches this Restricted Countries policy.

4. AVAILABILITY OF GAMES

Please bear in mind some games may be unavailable in certain jurisdictions, as required by policies of game providers which may change from time to time. Absolute Restriction NetEnt will not permit NetEnt Casino Games to be supplied to any entity that operates in any of the below jurisdictions (irrespective of whether or not NetEnt Casino Games are being supplied by the entity in that jurisdiction) without the appropriate licenses. Belgium, Bulgaria, Colombia, Croatia, Czech Republic, Denmark, Estonia, France, Italy, Latvia, Lithuania, Mexico, Portugal, Romania, Spain, Sweden, Switzerland, United Kingdom, United States of America.

Blacklisted Territories All NetEnt Casino Games may not be offered in the following territories: Afghanistan, Albania, Algeria, Angola, Australia, Bahamas, Botswana, Belgium, Bulgaria, Colombia, Croatia, Czech Republic, Denmark, Estonia, Ecuador, Ethiopia, France, Ghana, Guyana, Hong Kong, Italy, Iran, Iraq, Israel, Kuwait, Latvia, Lithuania, Mexico, Namibia, Nicaragua, North Korea, Pakistan, Panama, Philippines, Portugal, Romania, Singapore, Spain, Sweden, Switzerland, Sudan, Syria, Taiwan, Trinidad and Tobago, Tunisia, Uganda, United Kingdom, United States of America, Yemen, Zimbabwe.

Blacklisted Branded Games Territories The followed NetEnt Braded Games have some further restrictions in addition to the Blacklisted Territories set out above:

4.1 In addition to the jurisdictions set out in paragraph 2, Planet of the Apes Video Slot must not be offered in the following territories: Azerbaijan, China, India, Malaysia, Qatar, Russia, Thailand, Turkey, Ukraine.

4.2 In addition to the jurisdictions set out in paragraph 2, Vikings Video Slot must not be offered in the following jurisdictions: Azerbaijan, Cambodia, Canada, China, France, India, Indonesia, Laos, Malaysia, Myanmar, Papua New Guinea, Qatar, Russia, South Korea, Thailand, Turkey, Ukraine, United States of America.

4.3 In addition to the jurisdictions set out in paragraph 2, Narcos Video Slot must not be offered in the following territories: Indonesia, South Korea.

4.4 In addition to the jurisdictions set out in paragraph 2, Street Fighter Video Slot must not be offered in the following territories: Anguilla, Antigua & Barbuda, Argentina, Aruba, Barbados, Bahamas, Belize, Bermuda, Bolivia, Bonaire, Brazil, British Virgin Islands, Canada, Cayman Islands, China, Chile, Clipperton Island, Columbia, Costa Rica, Cuba, Curacao, Dominica, Dominican Republic, El Salvador, Greenland, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Japan, Martinique, Mexico, Montserrat, Navassa Island, Paraguay, Peru, Puerto Rico, Saba, Saint Barthelemy, Saint Eustatius, Saint Kitts and Nevis, Saint Lucia, Saint Maarten, Saint Martin, Saint Pierre and Miquelon, Saint Vincent and the Grenadines,

South Korea, Suriname, Turks and Caicos Islands, United States of America, Uruguay, US Virgin Islands, Venezuela.

4.5 In addition to the jurisdictions set out in paragraph 2, Fashion TV Video Slot must not be offered in the following territories: Cuba, Jordan, Turkey, Saudi Arabia.

Universal Monsters (Dracula, Creature from the Black Lagoon, Phantoms Curse and The Invisible Man) may only be played in the following territories: Andorra, Austria,

Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Cyprus, Finland, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Liechtenstein, Luxembourg, Malta,

Moldova, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Russia, San Marino, Serbia, Slovakia, Slovenia, Turkey and Ukraine. Players from the

following countries are not eligible to win any jackpots from jackpot games offered by NetEnt (such as but not limited to Mega Fortune): Australia, Azerbaijan, China,

Denmark, India, Israel, Italy, Japan, Malaysia, Qatar, Russia, Spain, Thailand, Tunisia, Turkey, United Arab Emirates, Ukraine. The Casino will make reasonable efforts to

prevent players from these countries to reach the games, but if players from any of the stated countries would win the jackpot, the jackpot win will be annulled.

Players from Canada are not eligible to play the games from NYX.

Using VPN to bypass provider's block is strictly prohibited and may lead to confiscation of winnings.

5. ACCEPTED CURRENCIES

The website allows playing for the following currencies: BTC, BCH, ETH, LTC, DOGE, USDT, EURO, USD, AUD, CAD, NOK, RUB, ZAR, KZT, JPY

6. FEES AND TAXES

You are fully responsible for paying all fees and taxes applied to your winnings according to the laws of the jurisdiction of your residence.

7. GAME RULES

By accepting these Terms and Conditions you confirm that you know and understand the rules of the games offered on the Website. It is at your discretion to familiarise yourself with the theoretical payout percentage of each game.

8. DISCLAIMER OF LIABILITIES

By accepting these Terms and Conditions you confirm your awareness of the fact that gambling may lead to losing money. The Casino is not liable for any possible financial damage arising from your use of the Website.

The Casino is not liable of any hardware or software defects, unstable or lost Internet connection, or any other technical errors that may limit access to the Website or prevent any players from uninterrupted play.

In the unlikely case where a wager is confirmed or a payment is performed by us in error, the Company reserves the right to cancel all wagers accepted containing such an error, or to correct the mistake by re-settling all the wagers at the correct terms that should have been available at the time that the wager was placed in the absence of the error.

If we mistakenly credit your Player Account with winnings that do not belong to you, whether due to a technical issue, error in the paytables, human error or otherwise, the amount will remain our property and will be deducted from your Player Account. If you have withdrawn funds that do not belong to you prior to us becoming aware of the error, the mistakenly paid amount will (without prejudice to other remedies and actions that may be available at law) constitute a debt owed by you to us. In the event of an incorrect crediting, you are obliged to notify us immediately by email.

The Casino, its directors, employees, partners, service providers:

- do not warrant that the software or the Website is/are fit for their purpose
- do not warrant that the software and Website are free from errors
- do not warrant that the Website and/or games will be accessible without interruptions
- shall not be liable for any loss, costs, expenses or damages, whether direct, indirect, special, consequential, incidental or otherwise, arising in relation to your use of the Website or your participation in the games

You hereby agree to fully indemnify and hold harmless the Casino, its directors, employees, partners, and service providers for any cost, expense, loss, damages, claims and liabilities howsoever caused that may arise in relation to your use of the Website or participation in the Games.

You acknowledge that the Casino shall be the final decision-maker of whether you have violated the Casino's Terms and Conditions in a manner that results in your suspension or permanent barring from participation in the Website.

If the Casino mistakenly credit your Player Account with a bonus or winnings that do not belong to you, whether due to a technical issue, error in the paytables, human error or otherwise, the amount and/or the winnings from such bonus will remain the Casino property and will be deducted from your Player Account.

9. USE OF PLAYER ACCOUNT

Each player is allowed to create only one (1) personal account.

Creating multiple Player Accounts by a single player can lead, at the sole discretion of the Casino, to termination of all such accounts and cancellation of all payouts to the player. The player shall not provide access to their Player Account or allow using the Website to any third party including but not limited to minors.

Any returns, winnings or bonuses which the player has gained or accrued during such time as the Duplicate Account was active may be reclaimed by us, and players undertake to return to us on demand any such funds which have been withdrawn from the Duplicate Account.

The Website can only be used for personal purposes and shall not be used for any type of commercial profit.

You must maintain your account and keep your details up-to-date.

We reserve the right to make a phone call to the number provided in your user account, which at our own discretion can be a necessary part of the KYC procedure. Account and/or any actions in the account may be terminated until the account is fully verified. We will make reasonable efforts trying to contact you regarding the withdrawal of the funds, but if we are not able to reach you (by email or phone) in two (2) weeks as from the date of the request for withdrawal, account will be locked, since you have failed to pass the KYC procedure.

10. ANTI-FRAUD POLICY

The Company has a strict anti-fraud policy and utilises various anti-fraud tools and techniques. If the player is suspected of fraudulent actions including, but not limited to:

- participating in any type of collusion with other players
- development of strategies aimed at gaining of unfair winnings
- fraudulent actions against other online casinos or payment providers
- charge back transactions with a credit card or denial of some payments made
- creating two or more accounts low risk roulette play where the player betting equal stakes for both black/red or even/odd covering 25 or more out of 37 numbers on the table. (Placing bets on black/red only covers 36 of 37 possible numbers).
- other types of cheating

or becomes a bankrupt in the country of their residence, the Company reserves the right to terminate such Player Account and suspend and/or cancel all payouts to the player. This decision is at the sole discretion of the Company and the player will not be notified or informed about the reasons of such actions. The Company also reserves the right and may be obliged to inform applicable regulatory bodies of the fraudulent actions performed by the player. The Casino has zero tolerance to advantage play. Any player who will try to gain advantage of casino welcome offers or other promotions agrees that Company reserves the right to void bonuses and any winnings from such bonuses, for the reasons of:

- use of stolen cards
- chargebacks
- creating more than one account in order to get advantage from casino promotions

- providing incorrect registration data
- any other actions which may damage the Casino
- providing of forged documents

The Casino reserves the right to close your Player Account and to refund to you the amount on your account balance, subject to deduction of relevant withdrawal charges, at Casino's absolute discretion and without any obligation to state a reason or give prior notice.

In order to verify player's account casino management require documents (ID, payment systems, utility bills etc) in Latin or Cyrillic alphabet. In case player doesn't have an opportunity to provide documents in above-mentioned alphabets casino reserves the right to demand video verification where player shows his/her documents.

The Casino reserves the right to retain payments, if suspicion or evidence exists of manipulation of the casino system. Criminal charges will be brought against any user or any other person(s) who has/have manipulated the casino system or attempted to do so. The Casino reserves the right to terminate and/or, change any games or events being offered on the Website.

Should you become aware of any possible errors or incompleteness in the software, you agree to refrain from taking advantage of them. Moreover, you agree to report to the Casino any error or incompleteness immediately. Should you fail to fulfill such obligations, the Casino has a right to full compensation for all costs related to the error or incompleteness, including any costs incurred in association with the respective error/incompleteness and the failed notification.

Any deposit has to be wagered 3 times (player must place bets three times of their deposit amount) before the withdrawal of funds connected to this deposit is available. In case several deposit were made with no gaming activity, player has to wager total amount of these deposits prior to withdrawal. Otherwise the Casino has a right to charge a fee for the procession of deposit and withdrawal, which is at the sole decision of the Casino

In the even of chargeback at the account, the casino reserves the right to: - charge the player a sum equivalent to the players available balance funds in order to compensate damages and expenses suffered by an incurred as a result of chargeback; - claim further damages and financial losses from the player by contacting them via one of the methods provided during the registration process (i.e. phone, e-mail, etc.); - close player's personal account and/or discard all and any winnings gained as a result of such act or attempt to act."

The casino is not a financial institution and thus should not be treated as such. Your account will not bear any interests and no conversion or exchange services (including fiat-crypto exchange) will be offered at any time.

11. DEPOSITING

The Website offers a variety of payment methods. They include VISA and MasterCard credit and debit cards, as well as various alternative payment methods.

Please contact our support team at help@betchain.com to inquire about the payment methods which are most favorable for your country of residence.

Using third party payments is prohibited. You must make deposits only from a bank account, bank cards, e-wallets or other payment methods that are registered in your own name. If we determine during the security checks that you have violated this condition, your winnings will be confiscated and the original deposit will be returned to the owner of the payment account. The Company is not responsible for the lost funds deposited from third party accounts.

Please note that the minimal amount of deposit is 20€ or an equivalent. The maximum amount of deposit depends on the payment method you decide to use and will appear when choosing the payment method.

Kindly note that due to the nature of cryptocurrencies, deposit limits cannot be applied to the deposits made through CoinsPaid payment system. If you want to limit your gambling in the casino, please, use any other available option

In order to create a deposit using crypto currency Bitcoin (BTC), Bitcoin Cash (BCH), Ethereum (ETH), Litecoin (LTC), Dogecoin (DOGE) and Thether (USDT) and after you have confirmed that you would like to do so on the site, we may redirect you to any third party online exchanges that would be chosen by which offers the service of acquiring Bitcoins in exchange for fiat currencies. These third party online exchanges are independent parties and shall not be considered as part of the Company nor of the Website and Company holds no liability whatsoever, regarding any information disclosure and/or exchange rates and/or any process or activity made during the exchange process. In no case would the Company or any person on its behalf be liable for any damages and/or loss of money that you may experience using these sites.

To prevent any fraudulent activities concerning bitcoin transactions we lay down the following rule: In case the transaction is marked as replaceable - Opt-in Replace-by-Fee (RBF) the casino reserves the right to close such accounts immediately and withhold any wins.

In case funds will be credited to a Customer's account in error it is the Customer's responsibility to inform us without delay. The Company will recover such funds by account adjustment.

Please note that all payments with Paysafe are processed via Dama N.V.

12. BETTING PROCEDURES

Company reserves the right to decline all, or part, of any bet/wager requested at its sole and absolute discretion. All bets/wagers are placed at your own risk and discretion.

It is your responsibility to ensure that the details of your bets/wagers are correct. Once bets/wagers have been placed and their acceptance confirmed they may not be cancelled or changed. The Company reserves the right to cancel any bet/wager at any time.

Bets/wagers are processed in the order that they are received.

Delaying any game round in any game, including free spins features and bonus features, to a later time when you have no more wagering requirement and/or performing new deposit(s) while having free spins features or bonus features still available in a game is prohibited. Players doing so agree to have their bonus and associated winnings declared void.

Bets/wagers will not be confirmed if there are insufficient funds in your account and until the payment is received in full.

A bet/wager is not valid until a transaction code is issued. The transaction code will appear on the screen if betting/wagering via the Website or mobile device. If you are unsure about the validity of a bet/wager, please check your open bets/wagers, or Contact Us at help@BetChain.com.

Should a dispute arise, the Company's transaction log database will be the ultimate authority in such matters.

You accept and understand that, if there is a malfunction in a Game, any bets made during such malfunction will be voided.

13. BONUSES

Bonuses are not available to players from the following countries: Bulgaria, Bosnia and Herzegovina, Croatia, Greece, Hungary, Serbia, Kazakhstan, Macedonia, Republic of Moldova, Indonesia, Philippines, Georgia, Sierra Leone, Spain, France, Turkey, Estonia, Slovakia, Anguilla, Sweden, Ukraine. In addition to that, Welcome package bonuses (First deposit, Second deposit and Third Deposit cash bonuses) are not available for players from Finland.

Comp Points may be exchanged to bonuses. General bonus terms are applied to these bonuses unless stated otherwise.

Bonuses credited to a player's account without a deposit and/or Free Spin Bonuses, are intended for the purpose of trying the casino software and are subject to a maximum withdrawal of 0.0005 Bitcoin or €25. The maximum win restriction persists after the completion of the wagering requirement. The maximum you will ever be able to withdraw from play with funds associated with a no deposit bonus is €25 or 0.0005 BTC.

Prior to any withdrawal being allowed on the first claim of a player free bonus or free spins, a player must have made a minimum deposit of €20 or currency equivalent. Bonuses are limited to one instance per user, IP address, electronic device, household, residential address, telephone number, payment method, email address and any public environments where computers and IP addresses are shared such as, but not limited to: universities, libraries and workplaces. It is customer's responsibility to ensure that he does not hold any other accounts in casino. Breaching this term may lead to winning confiscation from bonus. The decision casino makes will be final.

Until the play through requirements have been met, the maximum bet that can be placed is 0.0001 BTC, 200 DOG, 0.05 LTC, 0.006 ETH, 0.02 BCH, USDT 10, 5 EUR, 300 RUB, 50 NOK, 5 AUD, 5 CAD and 80 ZAR. For example: wagering winnings from X game round on red/black, splitting and doubling up in Black Jack etc. The max. bet limit includes bets doubling after a game round has been completed and bonus rounds (purchased within the game).

To get any deposit bonus credited to your account, you need a deposit of at least 20 EUR in equivalent. Please note breaching maximum bet rule leads to all winnings from bonus confiscated and deposit refunded. The decision casino makes will be final.

When using an activated bonus, the real money from the player's account is wagered first and only then the bonus money.

You can claim only one bonus at a time. Deposit-related bonuses are not stacked. All bonuses credited to player accounts must be wagered a minimum of forty times before they can be cashed in (unless stated differently in a specific promotion and according to the specific terms defined by the Company in any point in time).

The Welcome, Highroller and 2nd deposit bonuses have a wagering requirement of fifty.

Bonus Terms and Conditions as published on the Website are in English and it is the English version of these Terms and Conditions that form the basis of these Terms and Conditions. Translations into other languages may be made as a service and are made in good faith. However, in the event of differences between the English version and a translation, the English version has priority over any translation.

The Website reserves the right to update Bonus Terms and Conditions at any time.

BONUS WAGERING TERMS

Please mind the fact each game comes with its own wagering %:

Table games – Baccarat, Blackjack, Hi-Lo – 5% (except for games with a live dealer)

Videopoker – 5%

Roulette, Poker – 5% (except for games with a live dealer)

Slots – 100% (except excluded games from bonus wagering)

Live games - 0%

Please note that excluded from bonus wagering games technically will not be possible to play with active bonus.

If wagering requirements have not been met within the period of bonus validity, both bonus money and winnings will be removed from player's balance.

Bets placed on Roulette and Baccarat do not count towards this wagering requirement. Also, bets placed on Wild Orient, Dragon Dance and Bikini Party by Quickfire do not count towards this wagering requirement.

The following games are not allowed to play with bonus money: Scarab Treasure, Dr. Jekyll & Mr. Hyde, Fruitbat Crazy, Max Quest: Wrath of Ra, Pinocchio, Split Way Royal, Sugar Pop, Sugar Pop 2: Double Dipped, Super 7 Blackjack, Tens or Better, Three Card Rummy, Triple Edge Poker, Vip European Roulette, WhoSpunIt Plus, Zoom Roulette, Ninja, London Hunter, Pumpkin Patch, Santa's Village, Mega Boy, Super Fast Hot Hot Respin, Tree of Fortune, Dead or Alive, Devil's Delight, Lucky Angler, Reel Steal, Robin Hood: Shifting Riches, Scudamore's Super Stakes, Single Deck Blackjack Professional Series, The French Roulette, The Wish Master, TXS Hold'em Professional Serie, Queen of Gold, 300 Shields, Astro Legends: Lyra and Erion, Art of the Heist, Beautiful Bones, Bikini Party, Book of Oz, Bookie of Odds, Castle Builder, Castle Builder II, Cool Buck, Craps, Dragon Dance, Forsaken Kingdom, Gems Odyssey, Gems Odyssey 92, Hot Ink, Medusa, Peek-a-Boo - 5 Reel, Reel Gems, Retro Reels, Retro Reels Diamond Glitz, Reel Rush 2, Retro Reels Extreme Heat, Scrooge, Spectacular Wheel of Wealth, Stardust, Three Musketeers, Tomb Raider - Secret of the Sword, Tomb Raider, Untamed Bengal Tiger, Untamed Crowned Eagle, Untamed Giant Panda, Untamed Wolf Pack, Vampire: The Masquerade - Las Vegas, Wheel of Wealth Special Edition, Wheel of Wealth, Wild Orient, Wild Swarm, Cupid Strike 2, Knockout Football, Kingmaker, Zombie Hoard, Divine Forest, Lemur Does Vegas, Village People Macho Moves, Mines of Gold, Pets Go Wild, Magic of Sahara, Spinfinity Man.

If player uses 'respin' feature in any slot from Quickfire while playing with bonus money, casino reserves the right to cancel results of all such bets and confiscate your wins. If this requirement has not been met, players can still withdraw their original deposit amount but in so doing will forfeit any bonus amount in their account.

Please note that the deposit is played first, then the bonus. Remaining funds will be available for withdrawal after a forfeited bonus.

The no deposit bonus is not available to players from Afghanistan, Albania, Algeria, Angola, Australia, Belarus, Cambodia, Canada, Czech Republic, Ecuador, Estonia, Finland, Germany, Guyana, Hong Kong, Hungary, Indonesia, Iran, Iraq, Israel, Korea, Kuwait, Lao, Latvia, Mexico, Myanmar, Namibia, the Netherlands, Nicaragua, Norway, Pakistan, Panama, Papua New Guinea, the Philippines, Poland, Romania, The Russian Federation, Serbia, Singapore, Spain, Sudan, Syrian Arab Republic, Sweden, Taiwan, Turkey, Uganda, Ukraine, the UK, the USA, Yemen and Zimbabwe.

Cash back is given when a player deposits at least €100/0.002 BTC and lost their balance to zero during the day of the promotion without making any withdrawals.

Cash back will be added in players preferred currency with wager requirement x5.

Maximum cashout for the cashback bonus is bonus amount x5.

Until the play through requirements have been met, the maximum bet that can be placed is 0.0001 BTC, 200 DOG, 0.05 LTC, 0.006 ETH, 0.02 BCH, USDT 10, 5 EUR, 300 RUB, 50 NOK, 5 AUD, 5 CAD and 80 ZAR. For example: wagering winnings from X game round on red/black, splitting and doubling up in Black Jack etc.

VIP Club- Every 0.01 BTC (100 EUR/USD, 150 AUD/CAD, 6000 RUB, 1000 NOK, 1500 ZAR, 12000 JPY, 0.05 BCH, 0.1 ETH, 1.5 LTC, 1000 DOG and 100 USDT) wagered equals 1 comp point on Slots. Every 0.02 BTC (200 EUR/USD, 300 AUD/CAD, 12000 RUB, 2000 NOK, 3000 ZAR, 24000 JPY, 1 BCH, 0.2 ETH, 3 LTC, 2000 DOG and 200 USDT) wagered equals 1 comp point on Progressive Slots. Every 0.05 BTC (500 EUR/USD, 300 AUD/CAD, 30000 RUB, 5000 NOK, 7500 ZAR, 60000 JPY, 3 BCH, 0.7 ETH, 10 LTC, 6000 DOG and 500 USDT) wagered equals 1 comp point on BlackJack, Poker and other table games.

For VIP Cashback Mondays-Minimum deposit values for the last 1 day should be greater than 0.001 BTC, 0.005 BCH, 0.01 ETH, 0.05 LTC, 1500 DOG, 10 USDT, 10.00 EUR, 500.00 RUB, 150.00 ZAR, 40 CAD, 30 AUD, 1200 JPY, 100 NOK. Minimum wager values for the last day should be greater than 0.001 BTC, 0.005 BCH, 0.01 ETH, 0.05 LTC, 1500 DOG, 10 USDT, 10.00 EUR, 500.00 RUB, 150.00 ZAR, 40 CAD, 30 AUD, 1200 JPY, 100 NOK. Minimum loss values for the last day should be greater than 0.001 BTC, 0.002 BCH, 0.005 ETH, 0.02 LTC, 500 DOG, 5 USDT, 5 EUR, 150 RUB, 50 ZAR, 5 CAD, 5 AUD, 500 JPY, 50 NOK. Maximum amount of VIP Cashback Mondays bonus is 0.1 BTC, 0.1 BCH, 1 ETH, 2 LTC, 45000 DOG, 120 USDT, 100 EUR, 6000 RUB, 1700 ZAR, 150 CAD, 140 AUD, 12000 JPY, 1000 NOK.

50% Reload bonus. You earn up to 250 mBTC, 2 BCH/ETH, 20 LTC, 80000 DOG, 100 USDT, €100, 5000 RUB, 3000 ZAR, 150 AUD/CAD, 12000 JPY, 930 NOK.

Any bonus can be cancelled before you start playing it through. Otherwise, by cancelling the bonus player accepts that all the winnings, gained during the play with this bonus, if there are any, and bonus amount are deducted from the player's balance. Please contact the Website support service to find out more about cancelling your bonus.

A player can change currency only after the first stage of the welcome bonus has been completed.

Players can request a withdrawal of their deposits prior meeting the wagering requirements but keep in mind that the bonus and winnings will be forfeited.

Players from Sweden cannot get any bonuses in the casino.

Regarding the bonuses and promotions, all times and dates are stated in UTC.

The use of bonus funds purely to progress through the bonus stages is prohibited.

For example when bonus or cash funds are used purely to progress through the bonus stages (e.g. collecting 9 out of 10 coins to reach that bonus feature) and then final stages (e.g. playing to collect the final coin to reach 10 out of 10 coins to reach the bonus feature) completed with cash bets when bonus funds have been forfeited, lost or wagering met and converted to cash. All the winnings gained during that play may be considered void.

14. WITHDRAWAL POLICY

The Casino processes withdrawals daily subject to a 48-hour pending period in which we review all KYC documents on your first withdrawal. The average time of withdrawal processing does not exceed 24 hours unless (a) it is a bank transfer, which can take up to 3 (three) working days, (b) a player hasn't provided all documents requested by the Casino to check his/her identity according to the present Terms & Conditions and (c) there is suspicion of player's fraudulent activities as is described in 10. ANTI-FRAUD POLICY.

For your protection and security, we kindly ask you to upload the documentation listed below:

Proof of ID. It must reflect: -your photo -your name -your date of birth -expiration date of the document Examples: ID, passport, driver's license. Note that scans and screenshots of the photos are not accepted.

Proof of address. It must be no older than 90 days and reflect: -your name -address, stated in the profile -issuance date of the document Examples: utility bill, bank statement

Please ensure all player details on your account are completed.

We reserve the right to request additional verification from you, the player.

The minimal and maximum amount for withdrawal depends on the payment method you use. If the requested amount exceeds the limit of a particular payment system, the amount will be withdrawn in instalments.

The Casino reserves the right to check your identity prior to processing payouts and to hold any refund or withdrawals for the time needed to check your identity. In case you provide false or incomplete Personal Data, the withdrawal can be refused and the Player Account terminated, of which you will be informed by email. Reporting by the Casino to applicable regulatory bodies of actions performed by the player may be required.

The Website supports payouts via Original Credit Transfer (OCT) from Visa and via Payment Transfer from Mastercard. Additional requirements are that the respective credit card is not a corporate credit card and the card is issued in a supported country.

For Visa, the following countries are not supported: USA, Australia, Hong Kong, India, Indonesia, Japan, Korea, Malaysia, Singapore.

For Mastercard, only the following countries are supported: Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, France, Germany, Gibraltar, Greece, Iceland, Ireland, Italy, Latvia, Luxembourg, Malta, Monaco, Netherlands, Norway, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, and the United Kingdom.

Please note that even for supported countries the Casino is not able to guarantee successful credit card payment processing in all cases, since banks issuing credit cards may block or reject such transactions at their own discretion.

The internal operating currency of the Website is Euro. Due to this fact, in case you transact in other currencies, the amount deducted from your credit card may be insignificantly higher than displayed at the time of transaction due to currency conversions on the side of your bank and/or the Casino's payment processing system. All Bank Transfer payouts are in principle processed within three (3) banking days. Please mind that you will not be able to request a Bank Transfer for USD payouts. You acknowledge that withdrawals via bank transfers can in exceptional cases be subject to additional charges by the intermediary banks. These charges remain outside the influence of The Casino and are in our experience limited to the equivalent of EUR 16.

The maximum withdrawal amount processed to a player is 0.1 BTC, 1.5 ETH, 5 BCH, 10 LTC, 20,000 DOG, 2500 USDT, 1,500 €, 1500 USD, 3,000 CAD/AUD, 130,000 RUB, 15,000 NOK and 25,000 ZAR per week and 0.4 BTC, 6 ETH, 20 BCH, 40 LTC, 80,000 DOG, 10,000 USDT, 6,000 €, 6000 USD, 12,000 CAD/AUD, 500,000 RUB, 60,000 NOK and 100,000 ZAR per month, unless otherwise specified in the Terms & Conditions of a specific promotion. Exceptions may be made to players with a higher VIP level, if any, at the Casino's sole discretion.

All progressive jackpots wins will be paid in full.

If you win more than 1 BTC or €15,000, the Casino reserves the right to divide the payout into monthly instalments of maximum 0.4 BTC or €6,000 until the full amount is paid out.

If we incur any charge-backs, reversals or other charges in respect of your account, we reserve the right to charge you for the relevant amounts incurred.

We may, at any time, set off any positive balance on your account against any amounts owed by you to us.

Finally, please keep in mind the Casino is not a financial institution. Your account will thus not bear any interests and no conversion or exchange services will be offered at any time.

15 REFUND POLICY

A refund request will only be considered if it is requested within the first twenty-four (24) hours of the alleged transaction, or within thirty (30) calendar days if a Player alleges that another individual has accessed his/her Player Account.

If you are funding your account with a Credit Card we reserve the right to pay all withdrawal requests up to the total amount deposited as refunds against the purchases you have made. If your withdrawals exceed the total amount deposited, any excess amount will be paid to you via one of our alternative methods available. Before a refund is processed all bonuses and winnings in your balance will be deducted prior to calculating the amount to be refunded.

In case any Credit Card purchases are considered to carry an unacceptable risk for security or legal reasons either by our Payment processors or by the Casino, we will

initiate refunds for all such transactions back to the Credit Card, and notify all the appropriate authorities and parties.
All costs that may occur upon refund procedure are on the player.

16. LIVE CHAT

The Live Chat and chatbot Service is operated independently by a third party on behalf of BetChain.com. Its sole purpose is help visitors navigate this website and improve customer service. By using this site you accept the terms and conditions of this Disclaimer. BetChain.com does not accept any liability for any loss or damage incurred by use of or reliance on the information provided via the Live Chat Service.

17. DORMANT ACCOUNTS

An inactive (dormant) account is a Player Account which a player has not logged into or logged out of for twelve (12) consecutive months. If your Player Account is deemed to be inactive, the Casino reserves the right to charge a monthly administrative fee of 0.001 BTC/€10 or the equivalent in another currency (or the current balance of your account, if less) as long as the balance of your account remains positive.

You authorise the Casino to debit this fee from your Player Account on the beginning of the month following the day on which your account is deemed inactive, and on the beginning of every subsequent month that your account remains inactive. The Casino will stop deducting the fee if the account balance is zero or if the account is re-activated.

18. EXPIRY PERIOD

You agree that any claim and/or cause of action arising out of or related to these Terms and Conditions or a service provided by the Casino must be filed within one (1) year after such claim or cause of action arose.

19. COMPLAINTS

You are free to contact our customer service team according to the instructions found on the Website to give us any complaints regarding our services.

Complaints are handled in the support department and escalated in the organisation of the Casino in the case that support personnel did not solve the case immediately. You shall be informed about the state of the complaint to a reasonable level.

Casino is to acknowledge a complaint started by the account holder only. It is forbidden to and you can therefore not assign, transfer, hand over or sell your

complaint to the third party. Casino will dismiss the complaint if the matter is handed over to be conducted by the third party and not the original account owner. In the event of any dispute, you agree that the server logs and records shall act as the final authority in determining the outcome of any claim. You agree that in the unlikely event of a disagreement between the result that appears on your screen and the game server, the result that was logged on the game server will prevail, and you acknowledge and agree that our records will be the final authority in determining the terms and circumstances of your participation in the relevant online gaming activity and the results of this participation.

When we wish to contact you regarding such a dispute, we will do so by using any of the contact details provided in your Player Account.

20. NON TRANSFERABILITY

You can not assign, pledge or transfer ownership under any title whatsoever to claims arising from these Terms and Conditions, the use of the Website or participation in the Games against the Casino without consent of the Casino. This prohibition is designed as a non-transferability clause ex article 83 paragraph 2 of book 3 of the Civil Code and includes the transfer of any assets of value of any kind, including but not limited to ownership of accounts, winnings, deposits, bets, rights and/or claims in connection with these assets, legal, commercial, or otherwise. The prohibition on said transfers also includes however is not limited to the encumbrance, pledging, assigning, usufruct, trading, brokering, hypothecation and/or gifting in cooperation with a fiduciary or any other third party, company, natural or legal individual, entity in any way shape or form.

21. ARBITRATION

All disputes which may arise between you and the Casino including their successors in title under general or special title as a result of these Terms and Conditions or as a result of further agreements and other acts in connection with these Terms and Conditions shall be settled exclusively by arbitration in Cyprus and in accordance with Cyprus Civil Procedure Rules.

RESPONSIBLE GAMING

1. GENERAL

Gambling at an online casino should always be aimed at entertainment. However, there is a certain percentage of people who lose control over themselves while gambling. Before starting to play, it is important to realise that gambling shall never

be viewed as a source of income or means of recovery from debts. It is useful to keep track of the time and the amount of money spent at an online casino daily. If you think that you start spending more money than you can afford, or in case gaming starts interfering with your normal daily routines, we strongly advise to consider several measures that can help, such as setting Personal Limits on your gaming activities, opting for Self-Exclusion, and seeking help and support from trusted independent bodies.

2. PERSONAL LIMITS

To assist you in gambling responsibly we offer the Personal Limits feature. You can set limits on the amount you deposit, lose, wager, spend in one game, or on your account activity on the whole. This functionality can be accessed within your account in the “Personal Limits” section.

Limits can be amended at any time. A decrease in the limit will take effect immediately, however an increase may only occur after email confirmation and only after the previous limit of the same type expires, in order to avoid rash decisions. If you require further information or assistance regarding Personal Limits, please contact our support team at help@betchain.com. Deposit Limit. A limit on your deposits for a day, a week, or a month.

Loss Limit. A limit on your losses in the casino for a day, a week, or a month. Please note the loss is based on the initial deposit and not winnings attributed to the deposited amount. If for example you deposit €50, put a Loss Limit of €10 and then go on to win €1,000, you can still lose more than €10 of the €1,000 balance as it is based on the initial deposit instead of the winnings.

Wager Limit. A limit on the wagered amount for a day, a week, or a month.

Cooling-Off Limit. You can set a Cooling-Off Period for 1 week, 1 month, 3 months, or 6 months. While the limit is active you cannot deposit to the Casino and you will be excluded from all promotional offers, although you may withdraw the remaining funds during this period. Cooling-Off period is applied to your account immediately. Upon its expiring your account will automatically be re-activated.

Self-Exclusion Limit. You can set a Self-Exclusion Limit for 6 months, 9 months, or 1 year. Upon doing so your Player Account will immediately be disabled and you will be excluded from all promotional offers for the set period. You will not be able to deposit or withdraw funds when the limit is active.

3. SELF-EXCLUSION BY REQUEST

Setting Self-exclusion lets us know that we need to take all measures to block your access to your account and make sure that you receive no promotional materials. You may also contact our support team at help@betchain.com and inform us about your decision to stop gambling at the Website for a certain period of time or forever.

If you are self excluded from the casino you won't be able to log into your account and order withdrawal of any balance you have left. Once self-excluded, please reach out to our support team at help@betchain.com in order to initiate withdrawal of remaining balance. Our support team will contact you within a reasonable timeframe with information on the withdrawal and will assist you with it. Please note that active self-exclusion does not make you exempt from verification procedure if it's required by the casino to process funds. The funds remaining on balance will be paid according to the casino limits. You may also contact our support team at help@betchain.com and inform us about your decision to stop gambling at the Website for a certain period of time or forever. We will take all measures to block your access to your account and make sure that you receive no promotional materials. Please note that if you are self excluded from the casino for indefinite period of time, the funds remaining on balance will be paid according to the casino limits. If you are self excluded for a definite period of time, the funds remaining on balance will be paid according to the casino limits only when a period of self exclusion expires

4. EXTERNAL HELP

You may contact any of the following organizations for consultation and support:

- [Gamblers Anonymous](#)
- [GamCare](#)
- [Gambling Therapy](#)

5. PROTECTION OF MINORS

The Casino only accepts players who are at least 18 years old and uses all available methods to stop any attempts of minors to register and play at our Website. The Casino reserves the right to ask for proof of identity and in case the player has not reached the legal age to play, access to the Website will be denied immediately. However, we realise that due to a wide availability and nature of the Internet people under the legal age still have a chance to register and play at an online casino. We therefore strongly encourage parents to cooperate in protecting their children from free access to gaming websites. There is special software that can help in this matter. Please visit the following websites for more information:

- [CyberPatrol](#)
- [GamBlock®](#)
- [Solid Oak Software](#)
- [Netz-Kindermädchen](#)

PRIVACY POLICY

Effective from: December 15, 2014

Last updated: November 9, 2021

1. GENERAL

As a data controller, we have a legal obligation under gambling regulations to process personal data from players in order to allow them to participate in games and provide them with ancillary services. This Privacy Policy explains what personal data we collect from players, why we collect it and how we utilise it.

The website www.betchain.com ("Casino", "Website", "Company", "We", "Us", "Our") is owned and operated by Dama N.V., a company registered and established under the laws of Curacao. Dama N.V. is licensed and regulated by Antillephone N.V. (license no. 8048/JAZ2020-013). Dama N.V.'s registration number is 152125 and its registered address is Julianaplein 36, Willemstad, Curaçao. Strukin Ltd. is a subsidiary of Dama N.V., acting as an Agent on behalf of Dama N.V., registered in Cyprus with registered address Pavlov Nirvana & Aipeias, 4, ALPHA TOWER, Floor 1, Flat 11, 3021, Limassol, Cyprus, and registration number HE 407624.

If you are located in the EEA, you can also contact our representative in the EEA about any data protection queries at office@liftadvisory.com.mt or using the postal address below. The EEA representative of Dama N.V. is Lift Advisory Limited, 206 Wisely House, Old Bakery Street, Valletta, Malta.

By registering a Player Account with the Website you confirm your consent with this Privacy Policy. If you do not agree with the terms of this Privacy Policy and do not wish to provide us with the personal information we require, please do not use this website.

Please note that this Privacy Policy constitutes an agreement between you and the Company. We may periodically make modifications to this Policy. While we will do our best to notify you of such changes, we recommend that you revisit this Privacy Policy regularly. Your continued use of the Website and/or its services will constitute your consent to the Privacy Policy.

2. INFORMATION WE COLLECT

The Personal Information which we may request to use and process shall include, without limitation:

a) Any of the information that you provide to us when filling in the forms on our account registration pages, as well as any other data that you further submit via the Website or email (e.g. first and last name, date of birth, email address, phone number);

- b) Correspondence made with us via the Website, email, web chat or through other means of communication;
- c) All Player Account transaction history, whether this takes place via the Website(s) or via other means of communication;
- d) Website logins and their details, including traffic data, GeoIP location data, browser/device data, weblogs, activity logs and other traffic information recorded in our system;
- e) Documents and proofs reasonably requested by us to verify your account, to process deposits or withdrawals and to conduct anti-fraud checks (on our own initiative or as required by applicable legislation). Such proofs may include passport scans, payment slips, bank statements, etc.
- f) Survey participations or any other customer assessments that we may carry out from time to time.

3. HOW WE USE YOUR INFORMATION

We process the Personal Information we collect from you in order to deliver our services. In particular, we will use your data for the following purposes:

- a) Processing your bets and transactions. This includes your use of credit card and online payment systems;
- b) Providing you with gaming and other ancillary services that you seek from our Website;
- c) Rendering customer support, such as assistance with setting up and managing your account;
- d) Identifying and performing the necessary verification checks;
- e) Providing registered players with information about our promotional offers, or providing promotional information from our selected business partners, associates and affiliates (only if players specifically consented to receiving such marketing material);
- f) Complying with legal responsibilities, including complying with anti-money laundering (AML) and combating the financing of terrorism (CFT) laws;
- g) Monitoring and investigating transactions for the purposes of preventing fraud, terms abuse, money laundering and other illegal or irregular gaming activities;
- h) Analysing customer trends through market study assessments (participation in surveys is not obligatory and you can always choose not to take part);
- i) Conducting research and statistical analysis of aggregated data.

4. MARKETING COMMUNICATION

Unless you have elected not to receive promotional materials, we may use your Personal Information, including your email address and phone number, to send you

marketing communications regarding products, services and promotions. This may include information about products and services from our business partners, such as casino game providers. Whenever you decide to stop receiving such marketing and advertising material, you may opt out of this in your Player Account settings or by contacting our customer support at help@betchain.com.

Additionally, note that by accepting any contest prize or winnings from us, you consent to the use of your name and/or nickname for advertising and promotional purposes without additional compensation, except where prohibited by law.

5. OBTAINING PERSONAL INFORMATION

We shall not collect any Personal Information about you without your knowledge. We may, however, automatically collect certain data about you where you would have provided such information through the use of our services and through your interactions with us.

We may also lawfully receive certain Personal Information from online vendors and service providers, such as fraud prevention companies. In addition, we retain the right to engage the services of third-party providers to render technical support, so as to process your online transactions and source gaming content.

Please understand that we may be granted access to any information you may provide to such vendors, service providers and third-party e-commerce services. Rest assured that we will use and safeguard any Personal Information so obtained, as set out in this Policy. Any information that you provide will only be disclosed to third parties outside the Company in accordance with this Privacy Policy, and we shall take any necessary steps to ensure that our agreements with third-party service providers always protect your private information.

6. DATA RECIPIENTS

We may pass information that you have given us to other entities within our group of companies and to our business partners. These companies include our parent companies, their parent companies and all of the subsidiaries of these respective companies, as well as other companies with whom we carry out business and hold necessary agreements. Data processing of your information may be undertaken by Dama N.V. or by another company in the group of companies, which may use a third party to fulfill such data processing needs.

Employees of the Company, more specifically Data Protection Officer, Money Laundering Officer, Payments & Anti-Fraud analysts, Customer Support agents, Customer Retention team members, VIP player managers as well as other selected employees, shall also have access to your Personal Information for the purpose of executing their duties and providing you with assistance.

Our employees who have access to, or are associated with the processing of the player's personal information, have signed confidentiality agreements to respect the confidential nature of the player's information pursuant to applicable gaming, data protection and privacy laws.

In order to provide you with an efficient service, we and/or our service providers might require transferring your personal data from one country to another in the European Union (EU) and European Free Trade Association (EFTA) regions and also to some data processors that may be based outside of the European Economic Area (EEA). Therefore, by browsing the Website and communicating electronically with us, you acknowledge and agree to our (or our suppliers or sub-contractors) processing of your data in these countries. We shall always use our best efforts to ensure that your information and data is treated securely and in accordance with this Privacy Policy.

In order to provide you with an efficient service, we and/or our service providers might require transferring your personal data from one country to another in the European Union (EU) and European Free Trade Association (EFTA) regions and also to some data processors that may be based outside of the European Economic Area (EEA). Therefore, by browsing the Website and communicating electronically with us, you acknowledge and agree to our (or our suppliers or sub-contractors) processing of your data in these countries. We shall always use our best efforts to ensure that your information and data is treated securely and in accordance with this Privacy Policy.

7. RELEASING DATA TO THIRD PARTIES

We do not sell or rent your personal data to third parties.

We may disclose your personal information if required by law, regulation, or other legal subpoena or warrant. We may also disclose your personal information to a regulatory or law enforcement agency if we believe it to be necessary to protect the legitimate interests of the Company, its customers or any third party.

Personal data will only be disclosed to third parties in the following cases:

- a) Where we are required to do so by law;
- b) If the Website needs to share data with its payment processors to facilitate payment transactions in accordance with their privacy policies;
- c) To comply with our legal and regulatory duties and responsibilities to the relevant licensing and regulatory authorities as well as all duties and responsibilities owed under any other applicable legislation and to any other applicable regulators in other jurisdictions;
- d) When the Company believes that disclosure is necessary to protect the Company's or the player's safety, or the safety of others, investigate fraud, or respond to a government request;
- e) If our marketing service providers require the data to carry out their tasks;
- f) To any other third party with the player's prior consent to do so.

We use third-party data processors to process limited personal data on our behalf. Such service providers support the Website, especially relating to hosting and operating the websites, marketing, analytics, improving the websites, and sending email newsletters. We shall ensure that the transfer of the Personal Data to the recipient is compliant with applicable Data Protection Legislation and that the same obligations are imposed on the processor as is imposed on us under the respective Services Agreement.

Our websites may also include social media features (e.g. “share” or “like” buttons). Such features are provided by third-party social media platforms such as Facebook. Where data is collected this way, its processing is governed by the privacy policy of the respective social media platforms.

In addition to the above, we may also release personal data if we acquire any new businesses. Should the Company undergo any changes to its structure such as a merger, acquisition by another company or a partial acquisition, it is most likely that our customers’ personal data will be included within the sale or transfer. We will, as part of our Policy, inform our players by email prior to affecting such transfer of personal data.

Please note our content may link to third party websites to provide relevant references. We are not responsible for such external content, which may contain separate privacy policies and data processing disclosures.

8. DATA RETENTION

As stated under our Terms and Conditions both, you and the Casino can decide to have your Player Account closed at any time. Following closure of your account, we will retain your personal data on record for as long as required by law. This data shall only be used should it be required by competent authorities in cases of enquiries regarding financial and fiscal records, fraud, money laundering or investigations into any other illegal activity.

You are to note that due to anti-money laundering regulations in licensed gaming jurisdictions in the European Union, we are obliged to retain personal data of players submitted during registration and any data passed on during the operative period of a Player Account for a minimum of five years from last player transaction or account closure. Therefore, requests for erasure prior to the lapse of this period cannot be entertained.

9. SECURITY OF YOUR DATA

We hereby acknowledge that in collecting and processing your Personal Information for the purposes of managing your Player Account, we are bound by strict legal provisions on the protection of personal data.

Consequently, we endeavour to protect your personal information and respect your privacy in accordance with best business practices and applicable regulations. Being committed to providing secure services to players, and we will take all reasonable precautions to ensure that all the data that you have submitted via the Website remains safe.

Player Accounts can only be accessed with the player's unique ID and password. You may also set up two-factor authentication (2FA) as additional protection from unauthorised use of your account. You are responsible for keeping your login information confidential and making sure it cannot be accessed by another person.

10. YOUR RIGHTS

Data protection law gives you, as a data subject, certain rights in certain circumstances. In accordance with law, you have a right to: - Request access to your personal data - This means that you have a right to request, free of charge, a copy of the personal data we hold about you; - Request the correction of your personal data – This means that if any personal data we hold about you is incomplete or incorrect, you have a right to have this corrected. Keep in mind, however, that we may need you to provide evidence and documentation (such as your ID documentation or proof of address) to support your request. It can be declined due to our legal obligations - Request the erasure of your personal data - This means that you may request the erasure of your personal data where we no longer have a legal basis to continue processing it or retaining it. Please be aware that this right is not absolute – meaning that we are not able to satisfy your request where we are obliged under a legal obligation to retain the data, or where we have reason that the retention of data is necessary for us to defend ourselves in a legal dispute; - Object to the processing of your personal data where we rely on our legitimate interests (or those of a third party) to process your data and you feel that our processing of your data in such a manner impacts your fundamental rights and freedoms. However, in some cases, we may be able to demonstrate that we have a compelling legitimate ground to process your data which may override your rights and freedoms. You may submit your objections to processing of your personal data on the grounds of the above-mentioned legitimate company interests by contacting our DPO; - Request the restriction of the processing of your personal data – You may ask us to temporarily suspend the processing of your personal data in one of the following scenarios: (a) where you want us to establish the accuracy of the data, (b) where our use of the data is unlawful but you do not wish for us to delete it, (c) where you need us to retain your data even when we no longer need it in order for you to establish, exercise, or defend legal claims, or (d) where you have objected the use of your data but we need to verify whether we have overriding legitimate grounds to use it; - Request the transfer of your personal data (i.e. data portability) – This means you may request us to provide you with certain data we process about you so you may

transfer it to another controller. This right only applies to data acquired through automated means which you initially provided consent for us to use, or where we used the data to perform our obligations under a contract with you; - Withdraw your consent at any time where we rely on your consent to process the data - 'Opting out' or withdrawing your consent will not affect the lawfulness of the processing carried out by us up until the time you withdraw your consent. Withdrawing your consent means that, going forward, you no longer wish for us to process your data in such a manner. This means that you may no longer consent for us to provide you with certain services (such as marketing). You may withdraw your consent at any time through the account profile settings on the website; - Lodge a complaint with a supervisory authority; In order to exercise your rights as explained above, we may need to request specific information about you to help us verify your identity. This is a security measure to ensure that we are certain that the person to whom we disclose your personal data is really you. We will do our utmost to respond to all legitimate requests within a one-month timeframe from the submission of a request. If your request is particularly complex, or if you have made multiple requests in a certain time period, it may take us a little longer. In such a case, we will notify you of this extension.

11. CONTACTING US

You may always contact us in regards to this Policy should you wish to:

a) Confirm the accuracy of the personal information we have collected about you; b) Enquire about our use of your personal information; c) Prohibit future use of your data for direct marketing purposes; d) Update or rectify any information that you have provided us (in such cases you shall provide any evidence we may reasonably require to effect such changes). Note it is illegal to provide us with false information about you and it is your responsibility to ensure that we are always updated with your correct data. We have appointed a data protection officer ("DPO") who is responsible for overseeing questions in relation to this privacy policy. If you have any other questions regarding this Privacy Policy or protection of your data, please feel free to contact our Data Protection Officer at dpo@damacasino.com. In addition, as per Article 77 of the GDPR, you have the right lodge a complaint related to your data processing to a supervisory authority, in particular in the Member State of your habitual residence, place of work or place of an alleged infringement.

If you are located in the EEA, you can also contact our representative in the EEA about any data protection queries at office@liftadvisory.com.mt or using the postal address below. The EEA representative of Dama N.V. is Lift Advisory Limited, 206 Wisely House, Old Bakery Street, Valletta, Malta.

12. COOKIE POLICY

When you visit the Website, our system automatically collects information about your visit, such as your browser, IP address, and the referring website. This collection may be done in conjunction with our platform providers and partners. We may receive from them general demographic or usage data of our Website visitors. We do not use automatically collected information to identify you personally without receiving additional consent.

To collect the information in question we use cookies and similar tracking tools. Cookies are small text files that are stored on your computer or equipment when you visit our web pages. Some of the cookies are essential for the Website to operate; others improve your Website experience and help us deliver a better service. Below are the types of cookies we use and their purposes.

Required cookies: enable the navigation and basic functionality of the websites, e.g., access to member areas of the Website.

Functional cookies: allow us to analyse your website usage and your selections on the website (e.g. your session key, language, or region), so we can save these settings and offer you a more personalised experience.

Advertising cookies: allow us to gauge how effective our content marketing is. These cookies are provided by our partners to track website visits and new player registrations from advertising. We do not share your personal information (such as name or email) to affiliated partners except for site visit data collected directly by such Advertising Cookies. However your site visit data may be linked with other personal information collected through other sources by the providers. The latter external data processing is governed by the privacy notices and policies of these third-party providers.

In addition to the above, we use a number of third party service providers who also set cookies on this Website, in order to deliver the services that they are providing to us. Such services include, but are not limited to, helping us to improve your experience by tracking your activity on the Website, measuring the effectiveness of the Website and the effectiveness of our marketing campaigns.

Most online browsers automatically accept cookies. If you prefer, it is possible to block some or all cookies, or to delete cookies that have already been set by modifying your browser settings. However, we recommend that you do not block or delete your cookies as this may restrict your use of our Website.

13. NETENT GAMES

When you play casino games developed by NetEnt, NetEnt's Privacy Policy also applies. This policy can be found [here](#).

