

Privacy & Management of Personal Data

Chillbet (WUNGroup) — chillbet.net

Chillbet brand is owned and operated by WUNGroup B.V., a limited liability company incorporated in Curaçao under the company number 160576, with registered business address at Chuchubiweg 17, Willemstad, Curaçao. WUNGroup B.V. has applied for the Gaming license with reference number OGL/2024/1382/0969 to be issued by the Curaçao Gaming Control Board. Under this license, WUNGroup B.V. provides casino games and live casino games, as well as other gaming entertainment. Curacao Gaming Control Board (Gaming Control Authority) is the regulatory body responsible for supervising the operations of WUNGroup B.V. on chillbet.net (hereinafter “Site” or “Website”).

“WUNGroup B.V.” hereinafter — “Chillbet”, “We”, “Us” or “Our”;

User hereinafter — “User”, “You” or “Your”;

Together — “Parties”.

This Privacy & Management of Personal Data Policy describes the way in which Chillbet deals with the information and data you provide to us (hereinafter “Personal Data”) to enable us to manage your relationship with us. We will provide you with access to your personal information as necessary, if possible, and within a reasonable period of time. If we deny access for any reason, we will notify you in writing about the reasons and the complaint options that are available to you.

By accepting this Privacy & Management of Personal Data Policy you agree that you understand and accept the use of your personal information as set out in this policy. If you do not agree to the terms of this Privacy & Management of Personal Data Policy please do not use the Site or otherwise provide us with your personal information.

1. Information management

1.1. We will take all reasonable steps to ensure the safety of the collected, used or disclosed personal information. Only authorized persons can have access to such information. This information is managed in accordance with applicable law.

2. Safety

2.1. Your Personal Data is protected not only by the high standards of Chillbet, but also it’s protected by law. According to law, we can only process your Personal Data when there is a reason to do so. Typically, the reason is one of the following:

- In order to fulfill any contract that we have with you;
- When there is a legal obligation;

- When you consented to the processing;
- The processing is in our legitimate interest (legitimate interest is when we have business or commercial reason to process your Personal Data);
- The processing is in the public interest;
- The processing is in your vital interests.

2.2. At the same time, you guarantee that you use all possible means to safeguard the information you transmit to us. You are responsible for the security and accessibility of your own computer, mobile device or any other device used to access the site. You are solely responsible for maintaining the secrecy of your username, password, and any other account information.

2.3. We will take all reasonable steps to protect your personal information from misuse, loss and unauthorized access, alteration and disclosure, including through the use of password protected systems, databases and Secure Socket Layer (SSL) technology.

2.4. Employees, agents and contractors of Chillbet are obliged to respect the confidentiality of players' personal information.

3. Changes to this policy

3.1. We change this Privacy & Management of Personal Data Policy from time to time, however, we do not limit your rights described in it without your explicit consent. We always indicate the date of publication of the latest changes and provide access to archived versions. If the changes are significant, we will make a more visible message (in particular, we will notify you by e-mail about changes in this Privacy & Management of Personal Data Policy of some services).

4. How long Personal Data is stored

4.1. Your data is kept with Chillbet for the period that you are our customer. If you are no longer our customer your data will be deleted, unless we require it to comply with relevant legal or regulatory obligations or for the purposes listed in this Privacy & Management of Personal Data Policy. Your Personal Data may be kept longer if we cannot delete it for technical reasons.

5. Information that we collect

5.1. Typically, we may collect, process and use the following information:

- Information from publicly available sources (if necessary for compliance purposes);
- Information from forms on the Website or email;
- Correspondence records;
- Details of the transactions;
- Website logs (date of visit, IP address, etc).

6. Cookies

6.1. Cookies are small data files that are placed on your computer or mobile device when you visit a website. Cookies are widely used by website owners in order to make their websites work, or to work more efficiently, as well as to provide reporting information.

Chillbet uses cookies on its website in order to provide the best possible user experience.

7. Data Transfer

Your personal data may be disclosed (transferred) by the Company to any of our affiliated companies or any business partners (regardless of their territorial location) for the purposes described above in this Policy. We guarantee that such companies are aware that personal data must be processed in a lawful, fair and transparent manner in compliance with the General Data Protection Regulation (Regulation (EU) 2016/679), and respect the provisions of this Regulatory Act, as well as other applicable laws in the field of personal data. We and the above-mentioned companies may from time to time involve third parties for the processing of your personal data for the purposes indicated above, provided that such processing will be governed by contractual arrangements in the form prescribed by law. Your personal data may also be disclosed to the appropriate governmental, regulatory or executive body in case it is prescribed or permitted by law.

8. Your rights

8.1. You have the following rights in relation to your personal data:

- To set the data processing restriction if one of the following conditions is met:
- the accuracy of personal data is being disputed by you during the period that allows the Company to verify the accuracy of your personal data;
- the processing is unlawful, and you oppose the erasure of your personal data and require the restriction of their use instead;
- the Company no longer needs your personal data for processing purposes, but they are required by you to establish, implement or protect your legal requirements;
- you objected to the processing of your personal data before checking the legal grounds for processing such data by the Company;
- to be informed whether the Company stores information about you;
- to request information about the exact purpose(/s) of processing your personal data and information about the categories of your personal data that are being processed by the Company;
- to request access to your personal data stored by the Company;

- to request information about the estimated period during which your personal data will be stored by the Company, and, if it is not possible, the criteria according to which the period of storage of such data is determined;
- to correct or ask us to correct inaccurate Personal Data;
- to object to our processing of your Personal Data where we are doing it for our legitimate interests;
- to ask us to erase your Personal Data, including to delete your account, in certain circumstances;
- to withdraw your previously granted consent;
- to object to direct marketing and to any profiling;
- to complain to your local data protection authority.

9. Data retention

The time period of storing your personal data by the Chillbet extends for the entire period of the duration of relationships between the Parties provided by the Agreement published on the Company's Website as well as for the next five years after the termination of the Parties' relationships (to resolve potential disputes). However, sometimes business and legal requirements oblige us to retain certain information, for specific purposes, for an extended period. We are committed to safeguarding the confidentiality of your personal information or data it collects, uses and/or holds following all applicable data protection laws and regulations.

10. Miscellaneous

10.1. The original text of this Privacy Policy is in English and any interpretation of them will be based on the original English text. If the Privacy Policy is translated into any other language, the original English version will prevail.

10.2. If you have any questions about this Privacy Policy, or you would like to exercise one of your rights please contact us via Customer Service or e-mail contact@chillbet.net.