

PRIVACY POLICY AND PERSONAL DATA PROTECTION

Full and unconditional protection of user confidentiality (hereinafter referred to as "User", "You") is the main principle of Slots City® (hereinafter referred to as "Club" or "We"). We pay maximum attention to the protection of the data provided by you.

In order to comply with the protection of user-entered data, a Privacy Policy has been implemented. It is based on the requirements of the General Data Protection Regulation of the European Union (GDPR), as well as the Laws of Ukraine "On the Protection of Personal Data" and "On State Regulation of Organizing and Conducting Gambling". The Policy sets the rules for using the platform services on which online games are hosted (hereinafter referred to as the "Services"). By using Our Services, You agree to the rules and conditions described in the Privacy Policy of Slots City® below, as well as giving consent to the collection and processing of personal data entered by you.

MINIMUM USER AGE

According to the legislation of Ukraine, the services of Slots City® are not intended for individuals who have not reached the age of 21 (hereinafter referred to as the "Minimum Legal Age"). Individuals under the Minimum Legal Age cannot be Users of our website and therefore are not allowed to use any of our products, including the Services.

We reserve the right to check and process any data the platform user provides. In case the Club detects during the verification or processing of the entered information that the user has violated the rule regarding the Minimum Legal Age, and in the absence of any other requirement of the legislation of Ukraine, such data will be deleted, and the User's Account will be blocked.

Users of Slots City® have the right to provide the Club with information related to the above-mentioned rule regarding other Users. The Club requests that they immediately inform them about Users who have not reached the Minimum Legal Age. The Administration of the Club strongly opposes using Our Services by individuals who have not attained the Minimum Legal Age. Slots City® would like to thank Users for their social responsibility and vigilance regarding minors.

WHAT INFORMATION DO WE COLLECT?

The Club collects two types of data about Users: personal and non-personal.

1. Personal Information

This refers to data that helps the Club identify the User. The main components of personal information include:

- Full name, gender, email, and phone number – data from your account;
- Passport, ID card, passport, driver's license – government identification;
- Deposit size, balance, payouts, number of bets, and their amount – gaming information;
- Bank card number, card expiration date, cardholder's name, User's other account details – financial information;
- Tax identification number (TIN), history of tax payments by the Club on User's winnings – tax information.

Additional personal information includes:

- Data obtained during correspondence with Customer Support (such as information about marital status, interests, hobbies, and other information that you would like to share) – voluntarily provided information;
- IP address, geolocation, unique user identifiers, digital browser fingerprint – device information;
- Data from phone calls (for User support, employee training, and their security, the Club records all phone conversations with Customer Support) – phone calls;
- Interviews, photos, and videos of attendees at events organised by Slots City® (the materials obtained may be used for advertising or other purposes) – events;
- Full name, date of birth, avatar, list of friends, and basic profile information when registering on the Club's website through any social network – social networks;
- Available information about the User's identity and credit history collected by us from third-party providers of complementary services – data from third parties.

2. Non-personal information

Information that does not allow for identifying your identity is not considered personal. It is anonymous and often has a purely technical nature. Such data includes:

- information about connections with the customer support service;
- history of gameplay;
- technical data of the user's device: operating system, browser type, screen resolution, and system language;
- anonymous analytical information.

HOW DO WE ENSURE THE PROTECTION OF THE INFORMATION WE COLLECT?

The main priorities of Slots City® are anonymity, comfort, and security of information provided by Users. All data received from Users are protected by the Law of Ukraine No. 2297-VI of 01.06.2010 "On the Protection of Personal Data." Your trust is invaluable to us, and we thank you for being with us. The security and safety of the data you share with us are the most important indicators of our reputation.

The Club uses various methods to ensure the security of the provided personal data, including:

- the strict control of access to data;
- non-disclosure agreement;
- physical protection of information;
- auditing tests;
- topologically secure network with an intrusion prevention system and a firewall.

The Club makes every effort to ensure the protection and confidentiality of User information. Slots City® is not responsible for the actions of those who have gained unauthorised access to this information. The Club does not guarantee, either directly or indirectly, that such access will be prevented.

CONDITIONS FOR THE TRANSFER OF PERSONAL INFORMATION

Slots City® does not transfer data to third parties, except as provided for in this policy and in the Terms and Conditions of use of our website. The Club does not sell users' personal data or rent it out. Personal information may be transferred to third parties per the Privacy Policy only to the extent necessary for their tasks.

The User's personal information may be disclosed (transferred) to an affiliated company or business partner of Slots City®. The administration guarantees that such companies are aware of the need to protect and maintain confidentiality in processing the User's personal information, per the Law of Ukraine No. 2297-VI dated 01.06.2010 "On the Protection of Personal Data."

The above-mentioned companies and Slots City® may periodically involve third parties to process your personal data. Such cooperation is regulated by mutual contractual relations, formalised in the form prescribed by law.

Personal information may be disclosed upon request or in situations permitted by law to the relevant authorities: state, regulatory, or executive.

CONDITIONS OF CONFIDENTIAL INFORMATION STORAGE

Upon termination of the relationship, to resolve any disputes or issues that may arise, Slots City® reserves the right to retain the User's personal data for three years. The conditions for storing and processing personal information apply throughout the entire duration of the User's interaction with the Club.

The Club uses cookies for the correct display of content on the slotscity.ua website and for the convenience of its use. Cookies are small files stored on the User's device. These files

contain information about various viewing parameters, such as language interface, previously viewed pages of the site, and others. The User can configure the storage or blocking of cookie files independently. Restricting the acceptance of cookies may lead to a limitation of site functionality.

CONDITIONS FOR PROCESSING USER PERSONAL DATA

The Club processes user personal data for identification purposes, including payment data such as the cardholder's name, card number, and expiration date for secure financial transactions between the user and the Club (e.g. depositing funds and withdrawing winnings to a bank card).

Slots City® may use personal data for the following purposes:

- Providing services to the User;
- Technical support for user profiles and records;
- Communication during service provision;
- Resolving disputes and answering comments or questions;
- Analysing the quality of services provided;
- Monitoring interest in the platform's services;
- Improving the quality of Club services;
- Notifying users of special offers and services that may be of interest;
- Assessing the user's level of experience on the website;
- Transferring the winning amount (if applicable);
- Obtaining feedback from users, including responses to surveys;
- Collecting fees (if applicable);
- Troubleshooting and error correction on slotscity.ua;
- Preventing potentially illegal or prohibited activities;
- Ensuring compliance with Club policies and service terms.

USER RIGHTS

All users of Slots City® services have the following rights concerning the Club:

- to demand deletion or correction of their personal data, as well as to object to such processing;
- to provide incomplete personal data (provided that a statement is made explaining the reasons for doing so);
- to request the restriction of the processing of user information if any of the following conditions exist:
 1. you dispute the accuracy of personal information for a period during which the Club can verify the accuracy of personal data;
 2. processing is unlawful, but you object to the deletion of personal information and instead request that its use be restricted;

3. personal information is subject to withdrawal in cases of establishment, implementation, or protection of user legal claims;
 4. there are objections to the processing of personal data until the legality of the grounds for doing so is verified;
- to request and receive the Club's data in the corresponding form;
 - to request information about the existence of data about oneself in Slots City®;
 - to request categories of their own personal data and specific purposes of their processing;
 - to request information on the time period for which Slots City® will store your personal data;
 - to file a complaint if you believe that Slots City® has violated the legislation on protecting your personal information per the Law of Ukraine No. 2297-VI of June 1, 2010, "On Protection of Personal Data."

MARKETING

Slots City® has the right to independently (or with the help of independent subcontractors) use the User's personal information to provide advertising materials related to the products, services, special offers, and applications that are directly related to the Club's activities and its business partners.

The proposed materials will be provided to the User through various methods: SMS notifications, email newsletters, posts on social networks and messengers. The User may refuse marketing offers from the Club by following the instructions of the corresponding services or by contacting the Club's support service. It should be noted that even if such a refusal is made, the User will continue to receive notifications from Slots City® about updates to the website and the services provided.

CHANGES TO PRIVACY POLICY

Slots City® Administration reserves the right to make changes to this Policy unilaterally and without prior agreement with the User. All Users will be notified of any changes by various means of communication available to the Club.

Substantial revisions that entail global changes to the Policy come into effect 14 calendar days after notification of the Users. The changes to this document are effective from the date of the last update. By continuing to use the Services provided by the Club, the User automatically agrees to such changes.

SUPPORT SERVICE

The support service is available 24 hours a day, 7 days a week, without interruption on holidays or weekends. Users can write to the email support@slotscity.ua, call, or contact the support team via Telegram or Viber messenger. An online chat is provided for communication and quick contact with managers. It is optional to log in to the Club's website.