

# **‘Joker’ Privacy Policy**

Riga

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**This privacy policy is intended to inform customers of SIA Joker LTD (‘Joker’) gaming halls and visitors of the internet site [www.joker.lv](http://www.joker.lv) (‘Customers’) concerning the processing of personal data, the purposes thereof and measures for the protection of personal data.**

*Joker* only collects and processes personal data in accordance with applicable legislation. When processing data, data security is ensured and data processing is carried out for specific purposes only.

**Personal Data Processing Controller** is SIA Joker LTD, Reg. No 40003266078, registered office: Katrīnas iela 12, Riga.

**Personal data** includes any information relating to an identified or identifiable natural person (data subject).

## **I Data processing principles**

To ensure adequate data protection measures, *Joker* observes the following data processing principles:

- It collects and processes personal data in accordance with applicable legislation;
- When collecting personal data, it uses appropriate steps to inform data subjects and explain how these personal data will be used and for what purposes they are collected;
- It receives consent from the data subject on the collection and processing of its personal data, if necessary, providing transparency and allowing one to withdraw the consent;
- To achieve legitimate aims, it only collects personal data to the extent that they required for the collection purpose;
- It limits access to personal data, ensuring that they are only accessed by authorised personnel of the company, which provide a specific task;
- In all its activities it shall process the personal data fairly and lawfully;
- It does not keep personal data for longer than is legally required or for a particular purpose of data processing;
- It stores accurate personal data and updates theses, whenever necessary, as well as provides reasonable measures to enable individuals to get information about their personal data and to correct established inaccuracies;
- It only provides personal data to the authorities in so far as this is required by law, or issues such subject to consent from the data subject;

It systematically evaluates data privacy risks associated with data collection, processing and storage.

## II Processing of personal data

### 2.1. Personal data of a gaming hall customer are processed in the following cases:

- In order to verify that the person is not included in the 'Register of individuals refraining from engaging in gambling and interactive lotteries' ('register'). *The staff of Joker* is required to request every guest of the gambling venue to produce a valid personal identification document, entering the guest's personal identity number and ensuring that person has not requested to be filed in the register, and is allowed to be in the gambling venue.
- To ensure that the customer is of legal age and may participate in gambling, *Joker* staff is entitled to request any customer to present a valid identity document and to make sure that the customer is at least eighteen years old.
- In order to obtain a *Joker* customer card, the customer must fill in a customer card application form, indicating their name, surname, personal identity number, e-mail address or phone number (obtaining a JS series card requires both the e-mail address and the phone number). If the customer is also a *Synottip* user, then a username and nickname shall be additionally indicated. The above data are necessary for identifying the customer if the card is lost or found, and if necessary, to issue a new card, deactivating the old one. During use of the card, the registered data on purchases by the customer are used for market research and for developing offers.
- A customer whose transaction exceeds EUR 2000 will be asked to fill in a form for customer identification, in which the customer must indicate the following personal data: name, surname, personal identity number, date of birth, address, employer, occupation, source of the money, personal identification document details, phone number or e-mail address. The purpose of such data collection and processing is to comply with the Law on the Prevention of Money Laundering and Terrorism and Proliferation Financing.
- In the case of winnings of at least EUR 3000, to fill in a certificate on the payout of the winning, the gaming hall customer must provide the following personal data: name, surname, personal code or date of birth for non-residents, bank account number. Personal data of a customer is collected to meet statutory requirements regarding the organisation of accounting paperwork.
- If the customer would like to submit to *Joker* an application for revoking the prohibition from entering its venues, the customer must enter their name, surname, personal identity number. The aim of this personal data collection and data processing is the identification of the customer and enforcement of the customer's request.
- If a customer wishes to submit feedback or a complaint about the staff at *Joker*, the operation of slot machines, security, or in other cases, the customer fills in an application, where he/she indicates information according to which he/she can be identified – name, surname, personal code, and optionally a phone number or email address. The aim of such personal data collection and data processing is communication with the customer to provide a response to his/her application.
- Permanent video surveillance is ensured at each and every gaming hall, inside and outside of it. The aim of this personal data collection and data processing is to meet the statutory requirements of the Law on Gambling and Lotteries.
- All phone conversations between customers and customer service operators are recorded. The purpose of collecting these personal data is to ensure the quality of customer service.

#### 2.1.1. The categories of recipients of personal data

*Joker* does not disclose the personal data of its customers to third parties, except:

- If the customer has given their written consent;
- To statutory entities at their reasonable request, only to the extent requested;

- In the cases as prescribed by statutory requirements for the protection of the legitimate interest of *Joker*, such as in the case of filing a claim against a person, who has violated the legitimate interests or rights of *Joker*, or has caused damage to property.

### **2.1.2. Customer rights**

With the submission of an application to *Joker*, the customer has the right to request his/her personal information to be corrected, to be supplemented, to find out what personal data of the customer is at the disposal of *Joker* and for what purposes they are processed. Similarly, the customer has the right to withdraw their consent to specific data processing, to which the customer has previously agreed in advance and ask for the data to be deleted. At the customer's request, personal data of the customer are not deleted, where the processing of such data is subject to statutory requirements and for the purposes of the legitimate interests of *Joker*.

### **III Use of cookies**

The site [www.joker.lv](http://www.joker.lv) uses cookies. Cookies are small text files that your Web browser stores on the end-device (computer, mobile phone, tablet) to identify the browser or to store information or settings on the browser. Thus, with the help of cookies the website obtains the ability to store the customer's personal settings, recognise them and respond appropriately.

*Joker* uses cookies to ensure site traffic statistics, determine the customer's selected language so it is automatically detected when the client returns to the site. The web server logs the pages which the customer visits while browsing the site *joker.lv*.

The customer has the ability to opt out of the use of cookies, restricting the use of cookies in the web browser security settings and deleting the cookies. If the customer chooses to delete part or all of the cookies, the website might not operate properly.

For more information about cookies, their types and use can be found at [www.allaboutcookies.org](http://www.allaboutcookies.org).

*Joker* has the right to unilaterally make additions and amendments to the privacy policy. We recommend you to visit this section regularly to stay informed of the current version of the privacy policy.

In the case of any questions or uncertainties, please contact *Joker*, using one of the following contacts: e-mail [joker@joker.lv](mailto:joker@joker.lv), phone 67321251.

**The document is digitally signed with a secure electronic signature.**