Privacy Notice

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Privacy Notice

This Privacy Notice is developed by Unambiguity Limitada, the company established under the laws of the Costa Rica, with its registered address at Provincia 06 Puntarenas, Canton 11 Garabito, Jaco, Costado Este De La Municipalidad Garabito, Bufete Sanchez Chavarria, 61101, Costa Rica and company number: 3-102-911099. Unambiguity Limitada is referred hereto as "we", "us" or "website" and “you” or “your” means you as a user of our website.

The following Privacy Notice governs your access to and use of the azurebet.com, including any content, functionality, and services offered through it.

We take our obligation to safeguard personal information about our clients seriously.

This Privacy Notice is an addition to our Terms and Conditions and should be read in conjunction with the Terms and Conditions.

By using this website, you agree to be bound by the terms of this Privacy Notice.

We review our Privacy Notice from time to time and reserve the right, at our discretion, to amend this Notice at any time without any notice other than posting the amended Privacy Notice on our website. Amendments to our Privacy Notice will take effect immediately once posted on our website. Your continued use of our services following the posting of an amended Privacy Notice will be deemed as acceptance of those amendments.

It is your responsibility to ensure that you keep up-to-date with the current Privacy Notice.

You should review this page periodically to stay up to date on any changes to the Notice.

1. The types of personal data we collect

We collect and process the following data:

- **Personal identifiers:** full name, nickname, date of birth, e-mail address, residence country, sex, phone number, IP address, or similar identifiers;
- **Proof of identity:** ID number, driver’s license, or other personal documents;
- **Proof of address:** utility bills, bank statements;
- **Source of funds:** tax bills or other documents.

2. How we collect Personal Information

2.1. We will collect personal information only according to lawful and fair means.

2.2. We collect your personal information directly from you unless it is unreasonable or impracticable to do so. We will not collect more data than it is necessary for us to provide our services and comply with applicable laws. We may collect this information when you:

2.2.1. access or use our website;

2.2.2. register an account with us;

2.2.3. use our products and services;

2.2.4. participate in our competitions, giveaways and other promotions;

2.2.5. contact us directly via email, live chat, instant messaging, or social media platforms;

2.2.6. provide feedback through our website/app feedback links.

2.3. We will acknowledge and respond to any requests relating to your fundamental rights within 30 days of receipt.

3. Why do we collect, hold, use and disclose personal information

3.1. We collect, hold, use and disclose personal information for purposes including the following:

3.1.1. to provide products and services to you;

3.1.2. to enable us to perform our obligations to you under the Terms and Conditions, and to ensure that you perform your obligations under the Terms and Conditions;

3.1.3. for communicating with you, including sending you information about our products and services;

3.1.4. for planning, research, promotion and marketing of our goods and services, including conducting competitions or promotions;

3.1.5. to create aggregate data about clients through demographic profiling and statistical analysis of our database to optimize our products and services, and /or allow for more efficient operation of our business;

3.1.6. to prove your good faith;

3.1.7. for the investigation of suspected unlawful, fraudulent or other improper activity connected with the use of our products and services.

4. Personal data collected by third parties

4.1. Third parties, such as payment service providers, may collect your financial information (e.g. bank account, card number, full name, phone number).

4.2. By registering with us and providing personal information, you consent to your personal information being used by us.

4.3. We may disclose your personal information to third parties as follows:

4.3.1. to our contractors and external service providers associated with the operation of our business and provision of our services, including, without limitation, associated data centres, web hosting providers, payment service providers, advertising agencies, mailing houses, printers, call centres, market research analysts, IT consultants, professional advisors and consultants;

4.3.2. to law enforcement agencies to assist in the prevention of criminal activities;

4.3.3. to government and regulatory authorities and other organisations as required or authorised by law or otherwise;

4.3.4. controlling bodies where such controlling bodies request information to protect and maintain the integrity of services provided or where we consider any activity to be suspicious or

unusual; and

4.3.5. to a successor entity in the event of a business transition, such as a merger, corporate reorganization or to a purchaser of part of or all of Our assets.

Should the information be transferred to a third party, we will use reasonable measures to ensure that the information disclosed is protected by the third party under contractual arrangements.

5. What are your rights?

5.1. We are committed to protecting your personal data in accordance with international best practices, standard data protection frameworks, and the applicable laws of the Republic of Seychelles.

5.2. As a user of our Services, you are granted the following fundamental rights regarding your personal information:

5.2.1. **Right to Access -** you have the right to request confirmation of whether we process your personal data and to access a copy of the data we hold about you.

5.2.2. **Right to Rectification -** you have the right to request that we correct any inaccurate or incomplete personal data.

5.2.3. **Right to Erasure -** you can request the deletion of your personal data. Please note that this right is not absolute and is subject to our legal, anti-money laundering (AML), and regulatory obligations to retain certain records.

5.2.4. **Right to Withdraw Consent -** you have the right to withdraw your consent for receiving marketing communications at any time. You can easily do this by clicking the 'unsubscribe' link at the bottom of our emails or by adjusting your account settings.

5.3. We will acknowledge and respond to any requests relating to your fundamental rights within 30 days of receipt. You also have the right to lodge a complaint with the supervisory authority by contacting rg@anjouangaming.com .

6. Personal Data retention

6.1. Your information is held on secure servers. We may also store personal information in telephone recordings and in hard copy or paper files.

6.2. Our employees, agents, and contractors are required to maintain the confidentiality of all personal information.

6.3. We understand the importance of security and the techniques needed to secure information. We store all of the Personal Information we receive directly from you in a protected database residing within our secure network, behind active state-of-the-art firewall software. Moreover, we do not store or process credentials of payment cards.

6.4. The amount of time we hold your information depends on the reason it was provided. Your data will not be kept indefinitely and will only be kept for as long as is required for legitimate business reasons (for example, to provide you with our Services or for the other reasons we explained above) and in order for us to comply with our legal and regulatory obligations.

6.5. The personal information we receive when you make an application (whether on our website or which comes to us via one of the websites of our affiliates) is kept for a minimum of 5 years, which will commence at the end of the relationship. We are required to do so to ensure that if any disputes or complaints are raised, we have your information to enable us to address the complaints or disputes.

6.6. If you request that we do not contact you for advertising and marketing reasons, we will need to keep your information as this would reflect your preferences.

6.7. The Operator shall notify the Anjouan Gaming Board and affected users of any material security incident or data breach without undue delay and in accordance with applicable regulatory requirements.

6.8. To request details relating to your personal data retention, please use the following email address: support@azurebet.com.

7. Overseas transfer of personal information

7.1. There may be instances where we may be required to send your personal information overseas or collect personal information from overseas, including:

7.1.1. where you have asked us to do so;

7.1.2. when we have outsourced a business activity or function to an overseas provider with whom we have a contractual arrangement, or

7.1.3. where we are required or authorized by law to do so.

7.2. We may store and process your personal data in jurisdictions outside of your home country, including where our servers, partners, or service providers are located. By using our Services, you explicitly consent to the transfer of your information across international borders. We take reasonable steps to ensure that all such transfers are conducted securely and in accordance with this Privacy Notice.

8. Use of cookies

8.1. We use cookies and similar tracking technologies to ensure our website functions correctly, to enhance your user experience, and to prevent fraudulent activities. The cookies we use include:

Essential Cookies – which are strictly necessary for the operation of our website, including logging into your account and secure processing of transactions.

Analytical/Performance Cookies – that allow us to recognize and count the number of visitors and see how they navigate our website, helping us improve its layout and functionality.

Security Cookies – which are used specifically to authenticate users, prevent fraudulent use of login credentials, and protect user data from unauthorized parties.

8.2. You can manage or disable cookies through your browser settings. However, please note that blocking essential cookies may restrict your access to certain features of our Services.

9. Unsolicited personal information

9.1. Where we receive unsolicited personal information, we will determine whether or not it would have been permissible to collect that personal information if it had been solicited. If we determine that collection would not have been permissible, to the extent permitted by law, we will destroy or de-identify that personal information as soon as practicable.

10. Non-Personal Information

10.1. Like most websites, we may collect non-personal information from your use of our websites in order to assist with the administration of our websites, to track site usage, and to enhance your user experience.

10.2. Once logged in, your IP address is tracked against your user ID for the purposes of preventing fraud, identifying improper activity connected with the use of our products and services, and creating an audit trail. We collect and store non-personal information that we collect through cookies, log files, or web beacons to create a profile of our users. A profile is stored information that we keep on individual users that details their viewing preferences. This profile is used to tailor a user's visit to our site and to direct pertinent marketing promotions to users.

11. Modification of this Privacy Notice

11.1. This Privacy Notice supersedes any previous disclosures we have provided regarding our information practices for the Services. We reserve the right to modify, alter, or update this Privacy Notice at any time, and any such changes will become effective when we post the revised Privacy Notice. We will make reasonable efforts to notify you of material changes to our processing activities and/or this Privacy Notice, such as by posting a notice on the Services or sending you an email. By continuing to use the Services after we have posted a revised Privacy Notice, you acknowledge and accept the updated Privacy Notice.

12. Applicability

12.1. This Privacy Notice is subject to the Terms and Conditions that govern your use of the Services. It applies to all information provided or accessed through the Services, regardless of the means used.

12.2. However, this Privacy Notice does not cover information collected by third-party services, applications, or advertisements associated with or linked to the Services. The collection or receipt of your information by such third parties is governed by their own privacy policies, statements, and practices. We are not responsible or liable for any third party's compliance with their privacy policies.

13. Complaints

13.1. If you have a complaint relating to how we handle personal information, please contact our support at support@azurebet.com. You can exercise your rights specified in the "What are your rights?" section by sending a request to the following email address support@azurebet.com.