



PRIVACY POLICY

Effective date: 05/25/2023

Bingo World and Gaming. (“us”, “we”, or “our”) takes your privacy seriously. This page describes our policies and practices concerning the collection, use, and disclosure of Personal Information.

What Personal Information Do We Collect?

We collect several different types of information for various purposes to provide and improve our provision of services and delivery of products to you and other persons. We will collect only the minimum amount of personal information required to achieve the purpose of the collection. By accessing our website, ordering any of our products or services, or by providing Personal Information to us, you consent to our Privacy Policy.

The application of this Privacy Policy is limited to Personal Information and does not apply to business information to the extent it is not also Personal Information. Canadian privacy legislation defines “**Personal Information**” broadly as information about an identifiable individual or as information that allows an individual to be identified.

The types of Personal Information that we may collect about you include:

- Anonymized demographic information such as your age, gender and location from where you are accessing our services;
- Cookies and website Usage Data.

We also collect any other Personal Information you voluntarily provide to us. For example, if you submit Personal Information to us through any of our online forms by email, by telephone, or in person, we may collect that Personal Information and may use and disclose it as set out in this Privacy Policy or as otherwise described to you at the time of collection.

Like most other websites, we may monitor traffic patterns, website usage, and related website information to optimize your visit to our website (“**Usage Data**”). This Usage Data may include information such as your computer’s Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our website that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

We do not intend to collect data from anyone under the age of 18. If you believe that we have collected the Personal Information of anyone under the age of 18, please contact our owner/operator, Alex Kereakou, at alex@bingoworld.ca or at the address provided in the Contact Information section below.

Why Do We Collect Your Personal Information?

Bingo World and Gaming may collect personal information pursuant to the Ontario Lottery and Gaming Corporation Act, 1999.



In general, we collect, use, and disclose Personal Information about our customers and service providers in order to better understand product and service needs and to offer and deliver relevant information, products, and services to meet those needs. Certain legislation, including the Gaming Control Act, S.O. 1992, c. 24, and associated regulations and policies (the “**Gaming Legislation**”) may require us to collect Personal Information in order to comply with our obligations as a registered gaming services provider thereunder.

We use the collected Personal Information for various purposes, such as:

- To supply you with the requested goods, products, or services;
- To verify compliance with our website terms and conditions;
- To respond to inquiries and provide customer support;
- To notify you about changes to our products and services;
- To gather analysis or valuable information so that we can improve our products and services;
- To monitor the usage of our Website;
- To detect, prevent and address technical and security issues;
- To verify your identity, protect against error and fraud, and conduct investigations;
- To comply with our obligations under the Gaming Legislation;
- For any other purposes that are disclosed to you and to which you consent; and
- For any purposes required or authorized by law.
- Compliance with Laws: We may also collect and use your Personal Information as authorized or required under the Applicable Laws (including, without limitation, the Proceeds of Crime (Money Laundering) and Terrorist Financing Act).

Cookies

In addition to any information that you choose to submit to us, we may use a variety of technologies that store, or access information already stored on your personal computer, laptop, tablet, or mobile phone (each a device) whenever you visit or interact with our website.

We use Cookies to collect information about you and your use of our website. Cookies are files with small amounts of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Tracking technologies may also be used, such as beacons, tags, and scripts, to collect and track information and to improve functionality and performance of our website, including tailoring our website to increase the relevancy of content displayed to you.

When you visit our website, we may use any of the above technologies to collect information such as the type of Internet browser and operating system you use, the domain name of our website from which you came, your preferences, date and duration of the visit, number of visits, average time spent on our website, pages viewed, and number of cookies accumulated. We use cookies to improve and customize your browsing experience and to analyze and measure information about visitors on our website and on other platforms, and for the other purposes identified above.

We obtain your consent to our information collection technologies by providing you with transparent information in our Privacy Policy and providing you with the opportunity to make your choice whether to use our website. You have the right to object to the use of information collection technologies. Regular cookies may generally be disabled or removed by tools that are available as part of most commercial browsers, and in some but not all instances can be blocked in the future by selecting certain settings.



Each browser you use will need to be set separately and different browsers offer different functionality and options in this regard. Also, these tools may not be effective regarding Flash cookies or HTML5 cookies. For information on disabling Flash cookies go to Adobe's website (www.adobe.com).

Please be aware that if you disable or remove these technologies some parts of our website will not work. When you revisit our website your ability to limit cookies is subject to your browser settings and limitations.

Withdrawal of Consent

You may withdraw your consent to our collection, use, and disclosure of your Personal Information at any time, subject to legal and/or contractual restrictions and reasonable notice. Your withdrawal of consent to our collection, use and disclosure of your Personal Information may impact our ability to provide you with products and services and may impact your ability to use our website. To withdraw consent, please contact our owner/operator, Alex Kereakou, at alex@bingoworld.ca or by using the contact information provided below in our Contact Information section.

Transfer of Information

In some cases, your information, including Personal Information, may be transferred to — and maintained and processed on — computers located outside of Canada. Therefore, your Personal Information may be available to government authorities under lawful orders and laws applicable in those foreign jurisdictions. When we transfer your Personal Information to a third party to provide administrative, processing, or other services, we use appropriate measures to require that the party will only use your Personal Information to perform the services we specified.

If you are located outside Canada and choose to provide information to us, please note that your data, including Personal Information, may be transferred to Canada and processed there or in other countries. By ordering any of our products or services, or by sending us any Personal Information, you consent to such transfers.

We will endeavour to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Information will take place to a third-party organization unless such organization is obligated to maintain adequate security safeguards over your Personal Information.

Disclosure of Personal Information

Generally, we do not disclose your Personal Information to third parties without your consent. However, in order to process your orders and applications, and to provide you with services and opportunities, we may need to transfer your Personal Information to the Ontario Lottery & Gaming, law enforcement, regulators, our employees, contractors, consultants and other parties who require such information to assist us with managing and administering our relationship with you, including:

- third parties that provide services to us or on our behalf;
- third parties that assist us in the provision of services to you; and
- third parties whose services we use to conduct our business (such as payment processors, email services providers and third-party CRM providers).



Under certain circumstances, we may disclose your Personal Information if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

We reserve the right to disclose Personal Information to a third party in the event that we merge with or are acquired by a third party, or as part of the negotiations leading up to such merger or acquisition. We may also disclose your Personal Information for any other purpose permitted by law or to which you consent.

We may disclose your Personal Information in the good faith belief that such action is necessary to:

- To protect and defend our rights or property;
- To prevent or investigate possible wrongdoing in connection with our products or services;
- To protect the personal safety of our customers or the public; or
- To protect against legal liability.

Safeguards and Risks

We appropriate safeguards to ensure that your Personal Information is protected against loss, theft, misuse, unauthorized access, disclosure, or alteration. These include security of our physical premises, and various security safeguard software and firewalls to prevent unauthorized computer access.

While we endeavour to keep your Personal Information safe, our collection, use, and disclosure of your Personal Information is not without risks. For example, our security safeguards may be compromised by viruses, hacking attempts, or physical break-ins. Consequently, we cannot guarantee the security of your Personal Information. If your Personal Information was wrongfully accessed, there is a risk that you may suffer harm, such as identity or credit card theft or financial loss.

Please be careful whenever sending Personal Information to us via email. Email is generally not a secure means of transferring information. We therefore cannot guarantee that this information will not be lost or used in a fraudulent manner, and we encourage the use of email encryption to communicate with us.

Access and Rectification

You have a right to challenge the accuracy and completeness of your Personal Information and to have it amended or deleted, as appropriate. You also have a right to request access to your Personal Information and receive an accounting of how that information has been used and disclosed, subject to certain exceptions prescribed by law. For example, if the requested information would reveal Personal Information about another individual, your request for access may be limited or denied.

To request access or to amend your Personal Information, please write to our owner/operator, Alex Kereakou, at alex@bingoworld.ca or at the address provided in our Contact Information section below.

Links to Other Sites

Our website may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every



site you visit. We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

Age Restriction

OUR WEBSITE AND PRODUCTS AND SERVICES ARE NOT INTENDED FOR INDIVIDUALS UNDER AGE 18. IF YOU ARE UNDER 18 YEARS OF AGE, PLEASE DO NOT USE OR ACCESS OUR WEBSITE, PRODUCTS, OR SERVICES AT ANY TIME OR IN ANY MANNER.

We do not knowingly collect or maintain Personal Information from people under 18 years old. If we learn that Personal Information of people under 18 years old has been collected by us, we will take appropriate steps to delete this information unless we are legally required to keep it.

If you are the parent or legal guardian of a minor under 18 years old who uses our website, then please contact us at the address below to have your child's account terminated and Personal Information deleted.

By using our website or services, you confirm that you are at least 18 years old. In the event that you are over the age of 18 but under the age of majority in your jurisdiction, you must obtain the consent of your parents or legal guardian before using our website or engaging with our products and services. By using our website, you and your parents or legal guardian confirm that you consent to the collection, use, and disclosure of your Personal Information as set out in this Privacy Policy.

Contact Information

If you have any questions or concerns about this Privacy Policy or the handling of your Personal Information, if you wish to withdraw your consent to our use or disclosure of your Personal Information, or to request access to or update any of your Personal Information we have on file, please contact our owner/operator at:

Alex Kereakou
Bingo World and Gaming
350 Newkirk Rd
Richmond Hill, Ont.
L4C 3A2

If any complaint or inquiry is not handled to your satisfaction, you may contact:

Privacy Commissioner of Canada
112 Kent Street
Ottawa, Ontario
K1A 1H3
Telephone: 613.995.8210
Toll free: 1.800.282.1376.



Changes to this Privacy Policy

We may change this Privacy Policy from time to time. Any changes will be posted on our website. The “effective date” notice at the top of our Privacy Policy lets you know when this Privacy Policy was last updated. Please check from time to time to ensure you are aware of our current policy. Any changes to our Privacy Policy are effective as of the “effective date”.