

Directive 17.2024

Class A and B Licensed Bookmakers

DIRECTIVE FOR THE PROTECTION OF PLAYERS

Directive No. 17.2024 is drafted based on the provisions of regulations 3, 4, 5, 6, 7, 8, 9, 16, 19, 23 and 35 of the Betting (Protection of Players, Minors and Pathological Players) regulations of 2022 (“Player Protection Regulations”), which are issued in accordance with article 15(q) of the Betting Law of 2019 37(I)/2019, as amended or replaced from time to time.

PART I - TERMS AND CONDITIONS

1. Licensed bookmakers ensure that the terms and conditions under which they offer the licensed services are available at any time on their website, are accessible to both registered players and visitors and are never more than one click away.

2. Licensed bookmakers include in the terms and conditions under which they offer the licensed services, at least the following sections and corresponding subsections:

(a) terms and conditions of player participation, including at least the following subsections:

- i. Player identification and verification;
- ii. Self-protection measures;
- iii. Account freezing;
- iv. Account closure;
- v. Deposits;
- vi. Withdrawals;
- vii. Personal data/Privacy policy;
- viii. Complaints;
- ix. Possible charges;

(b) general betting rules;

(c) special rules (rules for each sport);

(d) promotional offers.

3.-(1) Licensed bookmakers include in the terms and conditions under which they offer the licensed services, all instances in which the player's account may be or required to be frozen, as well as the corresponding actions that the player must take in order to reactivate his account, if such actions exist.

(2) Class B player accounts remain frozen until the relevant regulatory requirements or terms of the bookmaker are satisfied. If these requirements cannot be satisfied, the account remains frozen until it becomes inactive.



(3) Licensed Class B bookmakers ensure that they do not register a new player account for an individual whose account has been closed or whose registration has been canceled according to paragraph 60(4) of the Law, except if the account was closed due to inactivity or a technical error on the part of the bookmaker or due to a failure to verify the player's personal details.

4. Licensed Class B bookmakers include in the terms and conditions under which they offer the licensed services, substantial information regarding possible charges, player tracking actions, balance transfers and generally the process followed by the licensee as provided for in Directive 11.2020, as amended from time to time.

5. Licensed Class B bookmakers include in the terms and conditions under which they offer the licensed services, substantial and clear information about the National Self-Exclusion Platform and clarifies all the subsequent consequences that self-exclusion on the platform have on a registered player's account, in the relevant subsections of article 2 of this Directive.

6. In the case that a licensed Class B bookmaker in any way amends their terms and conditions, they communicate these amendments to the player by stating at least the following:

- (a) the provisions that have been amended;
- (b) a clear and understandable explanation of the consequences of each amendment;
- (c) a link that redirects to the new and previous terms and regulations of the bookmaker.

PART II - BETTING SLIP

7.-(1) The betting slip of a licensed Class A bookmaker must include the following on the back:

- (a) information clarifying that participation of minors in betting is prohibited.
- (b) information regarding Safer Gambling:
 - i. the logo of the Authority's Safer Gambling website;
 - ii. the website address of the Authority's Safer Gambling website;
 - iii. the following message promoting safer participation in betting services: "SET LIMITS, ENJOY THE GAME" (in Greek: "ΠΙΑΧΝΙΑΙ ΕΙΝΑΙ, ΘΕΛΕΙ ΟΡΙΑ");
 - iv. the national support lines: 1456 (up to 22 years old) & 1454 (22+ years old).
- (c) information regarding the National Betting Authority:
 - i. information clarifying that the National Betting Authority is the regulator of the licensed services offered by the bookmaker;
 - ii. the phone number of the Authority;
- (d) information regarding the bookmaker:
 - i. information clarifying that the service provided is by the specific bookmaker (e.g. bookmaker's logo);
 - ii. the bookmaker's customer service phone number;

iii. a QR code redirecting the player to the bookmaker's terms and conditions.

(2) The information of subsection (1) must be written in both Greek and English.

PART III – WEBSITES OF THE LICENSED BOOKMAKER

8. Each Class A or Class B licensed bookmaker's website must contain web links that provide direct access to:

- (a) all information and data provided for in subsection (4) of regulation 7 of the Player Protection Regulations; and
- (b) on the website of the National Self-Exclusion Platform, "www.exclusion.cy"

9. The specialized safer gambling website, which a Class A or B licensed bookmaker is required to maintain in accordance with regulation 9 of the Player Protection Regulations, contains at least the following:

- (a) all information and data provided for in subsection (2) of regulation 9 of the Player Protection Regulations; and
- (b) information and data about the National Self-Exclusion Platform, its operation, the time periods when a player can be excluded from betting, its differences from the exclusion or self-exclusion options offered by the licensed bookmaker (if applicable), instructions for use of the Platform and web links referring to it.

PART IV – INFORMATION TO THE PLAYER

10. Upon a player's selection of a self-protection measure, the licensed bookmaker is responsible for communicating to the player the following:

- (a) all information and data provided for in paragraph (b) of subsection (2) of regulation 16 of the Player Protection Regulations; and
- (b) information and details about the National Self-Exclusion Platform, how it works, the time periods when a player can be excluded from betting, its differences from the exclusion or self-exclusion options offered by the licensed bookmaker and web links referring to the Platform.

PART V – EMPLOYEE TRAINING

11.-(1) Licensed bookmakers evaluate, determine and map out the educational needs of their personnel in regards to Safer Gambling, depending on their role, responsibilities, and duties within the bookmaker, on an annual basis. This mapping is reflected in the bookmaker's action plan, which includes key performance indicators as well as the company's goals regarding the personnel training:

For the purposes of this article, the word "personnel" includes authorized representatives and individuals responsible for conducting betting services on behalf of and for the licensed bookmaker.

(2) The purpose of training is to ensure that personnel comprehend –

- (a) the basic principles of Safer Gambling,
- (b) the Safer Gambling policy of the bookmaker,
- (c) the importance of Safer Gambling for the bookmaker, the gambling industry and society as a whole,
- (d) the aspects of Safer Gambling that concern or relate to their role and responsibilities within the bookmaker and
- (e) substantial information on the National Self-Exclusion Platform.

12.-(1) Employee training must be conducted at regular intervals, at least annually, and in accordance with the action plan of paragraph 11(1).

(2) Safer Gambling induction training for new members of the personnel must form part of the bookmaker's relevant policies and procedures.

13. Licensed bookmakers must keep a record of the training content, frequency, percentage of participation and success rates, according to department or role, responsibilities and competencies within the bookmaker.

PART VI - SUBMISSION OF DETAILED STATEMENT

14-(1) Licensed bookmakers must submit a detailed statement to the Authority every three months, regarding the use of self-protection measures by registered players and include information and data in accordance with the spreadsheet of Annex A, which is available on the Authority's website at www.nba.gov.cy.

(2) This detailed statement must be sent in Excel format, via email to the Authority's email address supervision@nba.gov.cy. In the subject of the email, the bookmaker states the name of the company, the title "Self-Protection Measures/Detailed Statement," as well as the relevant quarter/year of reference (e.g. ABC Ltd – Self-Protection Measures/Detailed Statement – 1Q/2023).

(3) The detailed statement is submitted within ten days of the end of each calendar quarter.

PART VII – FINAL PROVISIONS

15.-(1) This Directive was approved by the Board of Directors of the Authority and enters into force on January 31st, 2024.

(2) This Directive repeals and replaces Directive 16.2023.

**In case of discrepancy between the English and Greek version, the Greek version supersedes.*