

BETTING LAW 2019

(REGULATIONS FOR THE PROTECTION OF PLAYERS, MINORS AND PATHOLOGICAL PLAYERS)

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Regulations pursuant to Article 15

- Preamble These regulations constitute a technical regulation based on the Procedure for the Provision of Information in relation to Certain Technical Regulations Laws of 72(I) of 2003 and 2004, which introduce the European Community act titled “Directive 98/34/EC of the European Parliament and Council of the 22nd of June 1998 for the implementation of a procedure for the provision of information in the field of technical standards and regulations regarding services of the society and of information” to Cyprus Law, as it was repealed and replaced by the Directive (EU) 2015/1535 of the European Parliament and Council of the 9th of September 2015. Therefore, these regulations refer to the aforementioned Laws as provided in article 9 of them and in the aforementioned Directive (EU) 2015/1535 as provided in its Article 9.
- 174(I) of 2004
- 37(I) of 2019 The National Betting Authority exercising the competencies arising from Article 15(q) of the Betting Law of 2019, hereby issues the following regulations.

PART I – INTRODUCTORY PROVISIONS

- Short title 1. These regulations shall be cited as the Betting (Protection of Players, Minors and Pathological players) regulations of 2022 or Player Protection Regulations.
- Interpretation 2.-(1) Unless provided otherwise from the context, in these regulations –
- “dormant player account” means the player account that there has been no transaction for a period of twenty-four months;
- “website” means a set of related webpages located under a single domain name on the World Wide Web;
- “General Data Protection Regulation” means the European Union act titled “Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data”, and repealing Directive 95/46/EC (General Data Protection Regulation)”;
- “self-protection measures” means the tools that the licensed bookmaker provides and the player may use in order to participate responsibly and safely in betting activities;
- Official Journal of the European Union: L.119, 4.5.2016, p.1 “Law” means the Betting Law of 2019, as amended or replaced from time to time;
- 85(I) of 2017 “registered player’s profile” means the personal webpage of a registered player into the licensed bookmaker’s website, where the player’s personal settings and information are located;
- “promotional action” means any program or reward system, offered by the licensed bookmaker to the player, following prior approval by the Authority, which contains or claims to contain any kind of offer or profit for the player;

(2) Any other term arising in these regulations, if not interpreted otherwise, has the meaning attributed to it by the Law.

PART II – INFORMATION TO THE PLAYER AND PLAYER PROTECTION

Chapter A – Information to the Player

Terms and conditions of licensed bookmaker 3.-(1) Licensed bookmakers ensure that the terms and conditions under which they offer the licensed services:

- a) are easily accessible to players,
- b) are phrased in plain language, in a clear and comprehensive way,
- c) provide explanatory examples of various success scenarios, conditions, the requirements and any limitations in simple and comprehensive language, and
- d) are not unfair, according to the Unfair Terms in Consumer Contracts Law of 1996, as this is amended or replaced.

93(I)/1996

69(I)/1999 (2) In the case that any provision of the terms and conditions is ambiguous or there is reasonable doubt with regard to its meaning, the interpretation which is most favorable to the player prevails.

95(I)/2007

136(I)/2014 (3) Holders of a premises license should keep in their premises the version of terms and conditions of the licensed bookmaker which is in effect, accessible to be reviewed by the public.

49(I)/2016

(4) Licensed bookmakers should have at least the latest version of terms and conditions available to be reviewed by the public on their website.

Provided that, following an electronic request from the player, the bookmaker should make available to the player any relevant to the player version of the terms and conditions within five days.

(5) Licensed bookmakers should present the terms and conditions in all the languages in which they provide their services, as provided for in the Law.

(6) The terms and conditions contain-

(a) the number and date of their version, and

(b) tradename and details of the bookmaker's license.

(7) The Authority may issue directives for the detailed specification of the above, as well as for the specification of further measures that ensure player protection.

Communicating amendments of terms and conditions 4.-(1) In the case that a Class B licensed bookmaker in any way amends their terms and conditions:

a) they are responsible for the clear and comprehensive communication of the amendments;

b) the player needs to resubmit an acknowledgement of the new terms and conditions, in order to be able to participate in betting:

It is provided that, no amendment shall affect current bets, which shall be settled based on the terms and conditions being in effect at the time the bets were placed by the player.

(2) It is further provided that, any substantial amendment of the terms and conditions of a licensed bookmaker should be approved by the Authority in advance.

(3) It is further provided that, the Authority has the right to issue directives for a more effective implementation of the present regulation.

Class A betting slips 5.(1) Licensed Class A bookmakers provide the authorized agent and/or person in charge of premises with betting slips that have been approved by the Authority, the back side of which indicates the following –

- a) logo and website of the Safer Gambling,
- b) a message that encourages safe participation in betting, which has been approved or decided by the Authority,
- c) contact number of the bookmaker's customer service,
- d) contact number of the Authority,
- e) any other information is requested by the Authority.

(2) It is provided that, the Authority may request that all the above information is presented in a specific way.

(3) It is further provided that, the Authority may issue directives, defining additional information and data to be included in a licensed Class A bookmaker's betting slip.

Class B player account 6.-(1) Licensed Class B bookmakers must have appropriate procedures with regards to –

- a) dormant accounts management,
- b) account freezing, and
- c) closure of player account.

(2) The procedures of the present regulation should be clearly stated in the bookmaker's terms and conditions for the provision of betting services.

(3) For the purposes of this regulation, the Class B licensed bookmaker must comply with the procedures provided in section (1) of the present regulation and shall apply measures as defined by the Authority through directives.

Licensed bookmaker's website 7.-(1) The licensed bookmaker is obliged to maintain a website that is only accessible through web addresses ending with «com.cy».

(2) The licensed bookmaker's website should directly inform that -

- (a) its betting services are licensed by the Authority, and

- (b) participation of minors is prohibited.
- (3) The homepage of the website contains cumulatively -
 - (a) the registered office, license number and any other information regarding the licensed bookmaker specified by the Authority, and
 - (b) a message that encourages safe participation in betting, which has been approved or determined by the Authority.
- (4) In each webpage of the bookmaker, the footer contains sensitive web links which provide direct access to -
 - (a) at least the current terms and conditions, under which the licensed services and the promotional actions of the licensed bookmaker are offered,
 - (b) the specialised webpages of the regulations 9 and 14,
 - (c) the bookmaker's privacy policy,
 - (d) information regarding possible charges on deposits or withdrawals,
 - (e) information about the way of submitting, and the procedure for the examination of, a complaint from a registered player,
 - (f) the contact details of the licensed bookmaker,
 - (g) the Safer Gambling website, www.safergambling.gov.cy, and
 - (h) any other information specified by the Authority.
- (5) Licensed bookmakers provide the possibility of language selection.
- (6) Class A licensed bookmaker provides information regarding all of the licensed premises that uses for the provision of betting services.
- (7) For the purposes of this regulation, the word "website" or "webpage" also refers to relevant applications of "smart" electronic and mobile devices.

- Customer service 8.-(1) Licensed bookmakers should provide remote customer service which shall be available, with no additional charges, in Greek and English language.
- (2) The customer service defined in section (1), is available –
 - (a) Class A licensed bookmakers: at least during the operating hours of the premises it uses for the purposes of providing betting services and
 - (b) Class B licensed bookmakers: 24 hours:Provided that, customer service operating hours are displayed in the bookmaker's website and are included in the website's information of paragraph 7(4)(e).
 - (3) If the service provided in section (1) is used by a player in order to submit a complaint regarding any aspect of betting services provided by the bookmaker, then the bookmaker –

- a) documents the content of the communication together with all other relevant player details, for a period of five years, and may not destroy them after the five-year period without the prior approval of the Authority,

Provided that, in case the abovementioned data are personal, the licensed bookmaker must fully comply with the General Data Protection Regulation

- b) in the case of written communication, the bookmaker sends a copy of the communication to the player within seventy-two hours.

Bookmaker's specialised webpage regarding safer gambling

9.-(1) Licensed bookmakers should provide a webpage within their website which is specialized in safer gambling.

(2) The specialized webpage should include cumulatively:

164(I)/2017

- a) a brief statement by the licensed bookmaker which underlines their commitment to Safer Gambling,
- b) the bookmaker's safer gambling policy,
- c) a warning that participating in gambling activities involves risks and may be harmful,
- d) a self-assessment questionnaire which aims at estimating the potential risk of presenting problematic and/or pathological behaviour,
- e) a list of self-protection measures which are available to the player on the bookmaker's website, and specifically details regarding their implementation, clear examples and useful advice,
- f) website links to applications and software that block or filter gambling websites,
- g) link to the Authority's website for the submission of complaints,
- h) links to websites and contact numbers of organizations that are approved by the Authority and specialize in providing help and support to people who are addicted to betting:

Provided that, the organizations have obtained a license to operate from the National Addictions Authority of Cyprus, in accordance with the provisions of the Prevention of the Use and Dissemination of Drugs and other Addictive Substances (National Addictions Authority Cyprus) Law of 2017 (164(I)/2017),

- i) anything else decided by the Authority through directives.

(3) For the purposes of the present regulation, the licensed bookmakers include in their website a link which leads to the specialized webpage for the self-protection measures settings of regulation 14.

(4) The specialized webpage should not contain any advertisement or links leading to promotional actions.

Currency for the provision of betting services 10. Licensed bookmakers ensure that all amounts that refer to betting services or other charges are presented in a way that makes it clear that the currency is euro.

Chapter B – Other Provisions

Copies of critical data 11. Licensed bookmakers are obliged to keep copies of files, transactions, accounts, and any other document that may affect the operation of the bookmakers' services in the event of data damage or data loss, in a secure environment.

Protection from attacks and malicious actions 12. Licensed bookmakers are obliged to maintain, evaluate and update their systems in order to ensure the highest level of protection against attacks and malicious actions.

Contracted third parties with the bookmaker 13. Licensed bookmakers and any other person contracted with them for the provision of services that are related or auxiliary to the licensed services, are obliged to ensure that their contract consists of terms which require that the contracting parties –

- 125(I)/2018
- a) fully comply with the Law, these regulations, the Authority's directives and the terms and conditions of the bookmaker's license,
 - b) fully comply with the provisions of the Regulation (EU) 2016/679 and the Law providing for the Protection of Natural Persons with regard to the Processing of Personal Data and for the Free Movement of such Data of 2018 (Law 125(I)/2018), and
 - c) will inform the Authority, in case a breach of the Law, or of these regulations, or of the Authority's directives or of the licensed bookmaker's terms and conditions of their license, comes to their attention.

PART III – PLAYER SELF-PROTECTION MEASURES

Chapter A – General Provisions

Direct access to self-protection measures 14.-(1) Licensed bookmakers should provide self-protection measures in accordance with this Part, and are obliged to maintain a specialised webpage within their website, through which the player can directly and at any time adjust all available self-protection measures.

(2) Access to the specialised webpage for the self-protection measures settings is –

- a) in any case, not more than two clicks away for the logged-in player, and
- b) accessible via a web address ending in “com.cy/measures”.

Risk profiling and categorisation of registered players 15.-(1) Licensed bookmakers must have effective systems and controls in place in order to determine, identify and interact with at-risk players or problem gamblers. The purpose of the present regulation is the minimization of problem gambling among the registered players of the licensed bookmaker.

(2) The bookmaker must establish objective criteria and parameters, which will be used to create a risk profile for each registered player in order to categorize all players based on the estimated risk:

Provided that, any interaction of the bookmaker with any registered player will be based on that player’s risk profile.

It is further provided that, the bookmaker must comprehend the impact of the interaction to the player and the effectiveness of their actions and approach.

(3) The Authority may issue directives for the better implementation of the present regulation.

Information regarding self-protection measures 16.-(1) Before the player completes the application for a self-protection measure, the licensed bookmaker should project, provide or render available, adequate information about the consequences of the selected measure.

(2) Upon the player’s selection of a self-protection measure, the licensed bookmaker –

- a) encourages the player to consider the possibility of extending their selection of self-protection measure to other licensed bookmakers, and in the case of “time-out” or self-exclusion, the use of the national self-exclusion platform and
- b) is responsible for communicating to the player:
 - (i) information about the risks involved in problem gambling, as approved by the Authority, links to websites and contact numbers of organizations that are approved by the National Addictions Authority of

Cyprus and which specialize in providing help and support to people who are addicted to betting,

- (ii) information about the availability of software which blocks the user's access to gambling service providers, as well as links leading to these software, and
- (iii) any other information defined by the Authority through directives.

Additional self-protection measures 17. In addition to the self-protection measures defined in this Part, licensed bookmakers, upon approval by the Authority, may provide the players with additional tools or measures in order to enhance the responsible and safe participation in betting activity.

Provision of self-protection mechanisms from Class A bookmakers 18.-(1) Licensed Class A bookmaker who provides betting services exclusively on registered players, is obliged to offer self-protection mechanisms as provided for in this Part:

Provided that, in case that a licensed Class A bookmaker offers self-protection tools and measures, they ensure that any self-exclusion setting is also available for selection remotely, without necessitating the player's physical attendance in the premises.

(2) For the purposes of section (1), the Authority may issue directives, defining in detail the conditions, limitations, and requirements regarding the implementation of the self-protection measures.

Notifying the Authority 19.-(1) Licensed bookmakers should submit to the Authority, on a quarterly basis, detailed reports regarding the implementation of self-protection measures by the registered players.

(2) For the purposes of section (1), bookmakers should submit reports containing data, in the format and manner defined by the Authority through a directive.

Chapter B – Player Information Tools

Player activity 20.-(1) Licensed bookmakers provide the player with the following information:

- a) a counter which displays the remaining balance of the player's account in euros, in real time, and which is permanently and prominently visible on the website,
- b) a clock which displays the time in the player's country of residence in real time, and which is permanently and prominently visible on the website,

- c) the history of the player’s betting activity at least for the last six months, including the total amount of deposits, withdrawals, promotional actions, transactions and net balance.

It is provided that, the whole betting activity of the player will be made available to the player following a relevant electronic request.

It is further provided that, the player’s betting activity history should not be, in any case, more than two clicks away for the logged-in player, and more than one click away from the specialised webpage regarding the settings of the self-protection measures, provided for in regulation 14.

- d) total net balance of the player, which presents the net balance (win/loss) from the registration date to the last settled bet, and is permanently and prominently visible on the website, being presented in bold font within the registered player’s profile.

It is provided that, the total net balance is readily available at any time, and it should not be, in any case, more than one click away for the logged-in player, whereas, in the case of a mobile application, the net balance is presented first, in bold font, before any other information or option.

Chapter C – Player’s limits and Self-exclusion

Player limits 21.-(1) Licensed bookmakers should ensure that the players may set:

- a) deposit limit: the maximum amount that the player may credit their account with for a specified period,
- b) stake limit: the maximum amount that the player may bet on a specified period and the maximum amount that the player may stake on each bet:

Provided that, for the purposes of calculating the amount, any amount given to the player through an offer or promotional action must not be included.

- c) “time out” period: the period abstaining from the bookmaker’s services, which does not exceed three months (it should be offered for at least the following periods: twenty-four hours, seventy-two hours, one week or one month):

Provided that, the bookmaker takes all the necessary measures and informs the player appropriately, so that it is made clear to the player that this is not a self-exclusion or universal self-exclusion according to regulations 22 and 23 respectively.

- d) availability period: the period refraining from the bookmaker’s services, either on a daily basis, or on a specific day or days, so that

the player's access is prevented during the player's working hours or resting hours.

(2) The licensed bookmaker allows the registered player to participate in betting, provided that the player has set a deposit limit. The bookmaker urges the player to set a deposit limit at their registration or immediately after, during their logging onto the webpage. Furthermore, the player is automatically notified, via electronic notification, as soon as their deposits have exceeded the 80% of the set limit.

(3) Recall of a limit or any modification to it which results to reduced player protection may only be carried out seven days after the bookmaker receives the player's electronic request, whereas any modification which results to increased player protection shall have an immediate effect upon receiving the relevant electronic request.

(4) The process to implement, reduce or recall the limits should be as much as simple and easy to use as possible and it should not be, in any case, more than two clicks away for the logged-in player.

Self-exclusion 22.-(1) Licensed bookmakers are obliged to have self-exclusion processes and take all necessary and reasonable measures in order to avoid offering betting services to a self-excluded person.

(2) A player may request self-exclusion:

- a) for a definite time period that is between six and twelve months, or
- b) for an indefinite period of time over twelve months.

Provided that, no message, advertisement or promotional action is sent to the player during the period of self-exclusion or after the period's completion, until the player reconnects and reoperates their account.

(3) Self-exclusion for a definite period is terminated automatically upon its completion, without requiring any action by the player, whereas self-exclusion for indefinite period is only terminated seven days after the bookmaker receives the player's electronic request, that is, after the completion of the self-exclusion indefinite period of at least 12 months.

Universal self-exclusion 23.-(1) The Authority is entitled to establish a universal self-exclusion mechanism that allows a player to apply for exclusion from participating in betting from all licensed Class A and/or B bookmakers.

(2) For the purposes of this regulation, the Authority issues a directive which defines the relevant processes and technical requirements.

PART IV – PROTECTION OF MINORS

Chapter A – Land-based Betting

- Policies and processes that aim at preventing minors from participating in betting activities in licensed premises
- 24.-(1) Licensed Class A bookmakers must have policies and processes which aim at preventing minors from participating in betting and must assess the effectiveness of such policies and processes.
- (2) The processes should include:
- a) a warning that any person who invites, encourages or allows a minor to participate in betting activities or to enter a licensed betting shop is guilty of a criminal offence,
 - b) age verification of persons who look underage,
 - c) the removal from the premises of any person who looks underage and does not hold an identification document,
 - d) actions that prevent minors from entering the premises,
 - e) actions for the recording of, and response to, incidents in which
 - (i) A minor repeatedly attempts to participate in betting,
 - (ii) An adult allows a minor to participate in betting.
 - f) Anything else decided by the Authority through directives.
- (3) Licensed Class A bookmakers should ensure that the premises, as well as the way the betting services are offered, do not attract minors.
- (4) Minors are not allowed in the premises even if they are accompanied by adults, regardless of the minor's age or the adult's relation to the minor.
- (5) Licensed Class A bookmakers should inform the Authority regarding the way they monitor the implementation of the policies and processes in the premises, as well as the methodology of the assessment of such policies and processes.
- (6) Licensed Class A bookmakers should inform the Authority regarding all their actions towards the implementation of the policies and processes which aim at preventing minors from participating in betting activities, including potential –
- a) oral warnings,
 - b) incidents' reporting to the Authority and the Police,
 - c) provision of informative/educational material which is approved by the Authority, regarding the prohibition of participation in betting to minors and the encouragement of the adults, especially parents and legal guardians, towards safer gambling.
- (7) Licensed Class A bookmakers submit annual report to the Authority, in which they record their compliance with the provisions of the present Chapter.
- Licensed premises' 25.-(1) Licensed Class A bookmakers take all reasonable measures so as to ensure that all the authorized agents and premises personnel entirely realize their responsibilities towards preventing minors from participating in betting. These

employee training include training on matters of compliance related to the current Chapter and to the bookmaker's policies and processes.

(2) For the purposes of section (1), the policies that are related to the training of authorized agents and premises personnel should provide for at least some basic introductory training and re-training.

Unobstructed view of the premises interior 26.-(1) Licensed Class A bookmakers shall ensure that all premises used for the provision of betting services are designed in such a way that the activity and persons within the premises are easily noticeable from the surrounding area.

(2) The holder of premises license may post announcements or advertisements if such acts do not substantially interfere with the provisions of section (1).

Age verification for people who look under 25 years old 27.-(1) Licensed Class A bookmakers require from their authorized agents or premises personnel to verify the age of any person who may be under 25 years old according to their judgment.

(2) If a person refuses to present or does not hold an identification document for the purposes of section (1), they will automatically be considered a minor and will be asked to leave the premises.

(3) The premises license holder should display an announcement in the premises entrance, as well as at a visible place within the premises, which will inform the players about a possible age verification to people who look under 25 years old.

(4) For the purposes of section (3), the Authority issues a directive which defines the type, content and format of the announcement.

Identification document requirements 28.-(1) The authorized agent or the premises personnel, for the purposes of age verification or check, only accepts an identification document which is issued by a public authority of the Republic of Cyprus or of another jurisdiction and which

- a) displays the person's photo,
- b) displays their date of birth,
- c) is valid,
- d) is intelligible and has no obvious signs of alteration or tampering.

(2) For the purposes of section (1), the Authority may define a list of identification documents through a directive.

Chapter B – Online Betting

Policies and procedures that aim at preventing 29.-(1) Licensed Class B Bookmakers must have policies and procedures which aim at preventing minors from participating in betting and must assess the effectiveness of such policies and procedures.

minors from participating in online betting (2) The policies and procedures which aim at preventing minors from participating in betting should include cumulatively:

- a) a warning that any person who invites, encourages or allows a minor to participate in betting activities is guilty of a criminal offence,
- b) affirmation by the player that they are over eighteen years old,
- c) regular revision of the players' age verification systems and reasonable use of new or upgraded software,
- d) assurance that the bookmaker's relevant staff is adequately trained on the use of age verification procedures,
- e) that the bookmaker modifies its website to such an extent, so that the use of software to limit the access to their webpages can be enabled.

Information regarding prohibiting minors from participating in betting 30.-(1) Licensed Class B bookmakers are obliged to inform that the use of their betting services by minors is explicitly prohibited by the Law.

(2) The information on the section (1) of this regulation, should be provided by the Class B bookmakers:

- a) during the player's registration,
- b) while the player browses the website, as a link that refers to a clear message regarding the prohibition of participation of minors in betting, as defined by the Authority,
- c) in the terms and conditions of the Licensed Class B bookmaker,
- d) at any case as specified by the Authority through a directive.

(3) For the purposes of this regulation, the information should be provided by the licensed bookmaker, in a way and format that is defined by the Authority through a directive.

Identification of a minor 31. If during the verification process of the player's details, it is concluded that the player is a minor, the bookmaker –

- a) closes their account,
- b) informs the Authority, and
- c) transfers any amount deposited in the player's account back to the minor:

Provided that, the bookmaker should also fully disclose the details which have led them to the conclusion that the player has been identified as a minor.

PART V – BOOKMAKER’S STAFF

- Communication between bookmaker’s staff and players
- 32.-(1) Licensed bookmakers are obliged to implement processes that aim at managing the communication between their staff and players.
- (2) The processes in section (1) should at least provide:
- a) that no member of the staff, during their professional duties, shall at any way behave in a manner, or encourage a player to act in a manner, contrary to the Law, the current regulations and the Authority’s Directives,
 - b) clear and adequate information regarding Safer Gambling and all self-protection measures that are offered by the bookmaker to the player,
 - c) the rendering of high-quality services.
- Protection of bookmaker’s staff
33. Licensed bookmakers take all reasonable measures in order to ensure that their employees –
- a) are fully informed about information and advice regarding safer gambling, and
 - b) know where to seek confidential aid in case they develop a gambling problem.
- Deceitful or suspicious betting activity
34. Licensed bookmakers should implement employment policies which –
- a) provide that the employees report any deceitful or suspicious betting activity to the bookmaker immediately,
 - b) forbid the employees from using any information regarding deceitful or suspicious betting activity in order to conduct personal bets, either with their employer or with other bookmakers.
- Licensed bookmaker’s personnel’s training
- 35.-(1) Licensed bookmakers must have policies and procedures aimed at adequate and systematic training of their staff on Safer Gambling issues.
- (2) For the purposes of section (1) the Authority may issue directives.

PART VI – FINAL PROVISIONS

Entry into force 36. These regulations were approved by the Authority’s Board of Directors and come into force on the 1st October 2022.