

The Constitution of the Republic of South Africa, 1996, specifically the Bill of Rights, guarantees all individuals the right to privacy, including protection from any violation of the privacy of their communications. The Protection of Personal Information Act 2013 ("POPIA") gives effect to the constitutional right to privacy. In accordance with POPIA, the Company Apollo Gaming (Pty) Ltd wants to notify its users about how their Personal Information is handled through this privacy policy.

We guarantee that the personal data we gather from you is safeguarded and handled with care and accountability. It is crucial for you to thoroughly review this privacy notice along with any other privacy notices we may give when collecting or processing your personal information to understand how and why we use your information. This privacy notice adds to other notices and privacy policies and does not aim to replace them.

Why, When and How we collect and process your information.

Personal Information about a specific individual, is information we collect to identify a person or potentially identify them and may consist of:

Registered details

Upon creating an account and signing up for using our Services, we will gather specific data needed for KYC and AML compliance purposes according to FICA regulations, including name, email, address, birthdate, phone number, ID, occupation, source of funds, and wealth. Certain data we collect from you is essential in order for Apollo Gaming (PTY) LTD to comply with the legal and regulatory responsibilities we have as a gambling business. This covers licensing needs, responsible gaming duties, and regulations for Anti Money Laundering (AML).

Government-issued Identification documents

At times, you may need to submit a government-issued ID copy for the purpose of verifying your identity. Kindly be aware that this information is necessary for specific functions of our Services.

Biometric data:

At times, we may need to handle some of your biometric information, such as facial images (photos & selfies) or voice recognition. Based on the applicable laws, "Biometrics" data refers to a method of identifying individuals through physical, physiological, or behavioural characteristics.

Voluntarily provided information:

We gather data that you choose to share with us on your own accord. For instance, if you reply to our messages, interact with us through email or provide more details about yourself while using the Services, for example on live chat, email, via telephone calls, surveys etc This involves details you choose to provide us in order to enhance our relationship with you, as well as ensuring your

satisfaction with our services. Kindly be aware that we may communicate with our Users, including VIP customers, using different channels, such as third-party messaging apps like WhatsApp or any other apps.

Information about your device:

We gather certain connection details and data related to your device, software, or hardware that could potentially identify you, including unique identifiers like UDID, IMEI, and MAC address, as well as browser fingerprinting, IP address, and geo-location information.

Telephone conversations may be recorded or monitored for the following reasons:

- Resolution of disputes, exercising and setting up legal claims
- Providing customer service involves tasks like quality monitoring operational efficiency, meeting quality standards for support performance, and ensuring user satisfaction.
- Monitoring of adherence to rules and regulations.
- For the purpose of training.
- Identifying and stopping criminal or deceitful actions.

Information about gaming:

To offer our Services, we collect various details about your account and how you use the Services, such as your, deposits, transactions, balances, bets, withdrawals, bonuses, winnings, and engagement in promotions or competitions.

We gather data on possible gambling issues or dependencies by analysing your gambling habits on our platform, to promote responsible gaming and comply with regulations.

Deposit and Withdrawal Information:

To access all features of the Services, such as placing bets, making Deposits and Withdrawals, we will need to gather payment information from you. Clients have the option to store their credit card information for easier and faster future deposits, but we will not retain this data.

With whom do we share your personal information.

Reputable third-party entities are necessary for us to provide our gambling products to you.

These third parties may consist of, but are not restricted to:

- Those who provide the software and games for our websites.
- Financial services for transactions and payments; companies that verify identities; companies that specialize in preventing fraud and managing risks.
- To provide you with our Services, we must disclose some of your information to these entities. In these cases, we make sure the third party has adequate security and privacy measures in place to protect your data.

- To adhere to legal requirements, we might need to share your data with government entities like law enforcement or our overseeing bodies. Personal data could also be disclosed to authorities, organizations, or appropriate sports entities if there are concerns that a user may be participating in match-fixing or violating sports rules.
- Information will be revealed as necessary to uphold the terms outlined in our Terms of Use.
- If our business is sold or undergoes another business event requiring the transfer of your Personal Information to a third party, you will be informed through email or a notice on our websites to provide details about the new Responsible Party and your choices concerning your Personal Information.
- Before submitting any Personal Information, please review these policies carefully.

Ensuring the security of your information:

We put a lot of effort into ensuring the security of the Services and your information. We have implemented suitable physical and technological measures to prevent unauthorized access, ensure data security, and properly utilize the online information we gather. The precautions differ according to the level of sensitivity of the data we gather and save.

We use standard industry methods and regulations to safeguard our users' data, including: ensuring the network structure's security, which involves intrusion prevention and firewall mechanisms, secure messaging, verification and authorization; and assessments conducted by both internal and external auditors.

Even though we will make every effort to protect data, we are not liable for the actions of individuals who illegally access or misuse the Services. We do not guarantee, whether explicitly or implicitly, that we will be able to block such access.

Marketing and Opt Out option

Apollo Gaming (PTY) LTD has the right to use Personal Information for marketing reasons. In specific situations, we may also share this information with our third-party partners to promote our services to you if you have agreed or give us permission to do so.

When you sign up with us, you accept that you have given us permission to send you marketing messages, but you have the option to opt out of receiving such material whenever you wish.

If you have chosen not to receive marketing from us, we will do everything possible to make sure you stop receiving promotional material about our services. This could impact your ability to qualify for specific promotional incentives.

If you opt out of receiving marketing emails from us, we may still send occasional emails and/or SMS messages about technical, service, or security issues related to a product or service you have asked for, confirming your request, or giving updates on the product or service as required by law.

If you choose to stop receiving marketing/promotional material from us, there may be a delay in

taking you off our marketing/promotional lists. Please allow us a 7-day grace period from the time you opt out for us to take you off our mailing list. If you still get marketing/promotional content after 7 days of opting out, please inform us so we can look into why you're still on the communications list.

Your Rights

You may contact us via email on info@apollogaming.co.za and request:

- It is important to understand that these rights are not unconditional, and requests may be restricted by legal obligations such as gambling laws and other reporting or document retention requirements.
- We can also correct, refill, or eliminate incomplete or inaccurate information as needed, based on our internal policies and at our discretion.
- To view or remove any Personal Information regarding yourself
- If you think that your Personal Information is incorrect, you can request to have it corrected or removed. Please keep in mind that you can ask us to fix any mistakes in your Personal Information, unless there are legal requirements to keep it as it is.
- To request that we cease the use of your Personal Information.
- To oppose the handling of your Personal Information (e.g. for marketing reasons)
- If the processing activities depend on your consent, you can revoke it to stop our processing activity.
- In order to avoid being affected by a decision made solely through automated processing, such as profiling, which has legal consequences for you or has a significant impact on you, unless it is required for the agreed contract between you and us or you have given explicit consent.

Cookies

The cookies used on our website are small text files that are moved from your browser to your computer's hard drive to save information about your browsing activity. These cookies are saved to improve the customer's browsing experience on our website and do not gather personal information, so they cannot recognize you. These are specifically designated for you and might be shared with certain partners, inside and outside of South Africa, to deliver targeted ad placements on their digital display networks. At any point, you have the option to decline cookies by adjusting your browser configurations or removing any already saved on your device. More details on cookies and instructions for removing them from your browser can be found at: <http://www.allaboutcookies.org>.

Underage individuals

The Services are intended for individuals who are 18 years of age and older. If you are not yet 18 years old, it is advisable that you refrain from using the Services and sharing any Personal Information with us. We have the right to examine and confirm any Personal Information we gather from you. If we find out that a user under 18, has shared any information, we will delete it. If you suspect that a minor has shared information with us, please get in touch at info@apollogaming.co.za.

Revisions to this Privacy Policy

We have the right to modify this Privacy Policy whenever necessary, therefore we recommend checking this page regularly. Any modifications made to this Privacy Policy are in effect from the specified "Last Revised" date, and your ongoing use of the Services following the Last Revised date indicates consent to, and acceptance of, those alterations.