

Privacy Policy

The Privacy Policy detailed below forms a binding legal agreement between yourself (Customer), and us (Website). You should carefully review the Privacy Policy - it will be amended from time to time, and once updated will be legally binding effective immediately. We will communicate new changes and request consent for changes to the Privacy Policy upon next login, but you are advised to regularly review our Privacy Policy. If you do not accept our Privacy Policy, we strongly urge you to refrain from accessing the Website.

This Privacy Policy details how we manage and called your personal information as a result of being a registered customer of BetKudos via our Website.

Reasons why we collect your data

There are a multitude of beneficial reasons that we collect your data, always with the end goal of using data effectively to benefit all Website stakeholders. The list of reasons include but are not limited to:

To legally perform our contractual obligations with yourself which you agree to once accepting our Terms of Business

For compliance with legal obligations

For KYC (Know Your Customer) requirements we may request personal documents and information.

To ensure that you are receiving the best marketing insights by adding you to our marketing communications list

To collect and validate your data upon registration

To identify yourself in the event of any account issues such as lock outs, hacks, fraudulent behaviour, or any other reason as to why we may need to confirm your identity to login.

To diligently respond to your requests in a timely fashion

To validate that you comply with any of our agreements listed on the Website

For demographic analysis, to better identify areas of improvements to improve the experience of all Customers as a whole.

By using our Website in any capacity, you consent to us collecting, storing, using and in some cases disclosing your personal information as a result of the above scenarios.

Personal information we may collect

Specific information that we may collect can include but isn't limited to:

- Full Name
- Email Address
- Date of Birth
- Address
- Proof of Address
- Proof of ID (Citizenship and/or passport, or other identify documents)
- IP Address
- Geo-location information
- Device Information

How we process and protect this data

We will take all necessary precautions to maintain the integrity of the data that has been provided, and also protect that data from any outside interference. As such, only authorised personnel in the business have the ability to access all customer data. As a result of our legal, licensed and contractual requirements, we have to keep customer data on file for up to 10 years, in the event that this data is required for a variety of reasons such as a customer dispute, trade dispute, legal defence, audit or any other reasonable operational requirement or demand.

Promotional emails

We may send you emails from time to time. The purpose of our emails is to better inform you about changes to our product offering, or new features or benefits that we believe you will be interested in hearing about.

If however you no longer wish to receive these promotional emails, you can of course opt out. You can do this at the bottom of the email or you can email us at support@betkudos.com

Your responsibilities

It is your responsibility solely:

- to acknowledge that nobody can truly guarantee secure data transmission over the internet. We of course take steps to protect your personal information with our built in technological systems. However we cannot guarantee the security of information which you knowingly or unknowingly try to submit to us.
- to ensure that as a parent you are taking all precautions necessary to protect minors from accessing the Website
- To always ensure you log out of your account once you have finished playing if using a shared, or potentially compromised device.
- To ensure the integrity of your own data, and the devices you hold that data on.

Amending your information

If you would like to update any of your information, or any other questions, please contact us at support@betkudos.com, or via Live Chat.