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1. GENERAL TERMS AND CONDITIONS

1.1. INTRODUCTION

We advise that you read the Terms and Conditions governing all elements of the Service carefully before accepting them. In the event that you do not wish to agree and accept the Terms and Conditions, please do not open an Account with the Company, and stop using any account which you have already opened. Any further use of the Service shall constitute your unconditional acceptance of all Terms and Conditions.

The Terms and Conditions are governed under the laws of Cyprus.

1.2. PARTIES

1xslot.com is operated by Orakum N.V., a company incorporated under the laws of Curaçao with Company Number 141651, registred at Abraham Mendez Chumaceiro Boulevard 03, Willemstad, 4750, Curacao, and licensed by the Curaçao Gaming Authority to offer games of chance under license number OGL/2024/586/0786 in accordance with the National Ordinance on Games of Chance (Landsverordening op de kansspelen, P.B. 2024, no. 157). The license was granted on 28/03/2025. Payments are processed by Zavbin LTD (registration number HE 400081, registered at Agias Zonis, 22B, Limassol, 3027, Cyprus) and Maira LTD (registration number HE 448572, registered at Vyzantiou 39, Flat/Office 31, Nicosia, Strovolos, 2064, Cyprus), act as payment agents on behalf Orakum N.V. All rights reserved and protected by law. All paragraphs of the Terms and Conditions containing the words "us", "our", "we" or the word "Company" refer to the Company, with which the customer enters into agreement in accordance with paragraph 1.1 of the Terms and Conditions.

1.3. CHANGE OF TERMS

1. The Company is entitled to alter or amend any product offered on the Service. In addition, to ensure the continuous operation of the Service, the Company reserves the right to make changes at any time without giving prior notice to customers.
2. The Company is entitled to restrict customers' access to some sections of the Service for the purpose of maintaining the regular operation of the Service or for altering any products that are offered by it.
3. The Company also reserves the right to update these Terms and Conditions. Herewith the new edition of the Terms and Conditions will be effective and used immediately as of the moment it is published on the Service. The Company is not obligated to notify customers of any minor or insubstantial changes which may be made, therefore we recommend that customers review the Terms and Conditions regularly.

1.4. LEGAL REQUIREMENTS

1. By opening an Account with the Company, you acknowledge that:

- you understand and accept the risk that you may lose as well as win money by using the Service
 - you have reached the age of majority in your jurisdiction
 - gambling is not prohibited in the territory of the country in which you are present
 - you are legally able (capable) of entering into binding contracts in accordance with the law
 - your participation in gambling has not been limited and you have not had accounts closed by the Company pursuant to the Terms and Conditions
 - any bet placed by you is deemed to be confirmation that you agree to and accept the Terms and Conditions
2. Access to the Service, or use of any of the products offered by the Service, may not be legal for persons located in certain countries. Access to the Service, or use of any of the products offered by the Service, may not be legal for persons located in certain countries and is prohibited for sanctioned countries such as USA, Netherlands, France, Dutch West Indies, Iran, Curacao etc. The fact that our Service is available in a country or displayed in the official language of any of these countries cannot be regarded as the legality of use of the Service and depositing of funds into an account or withdrawal of winnings from it. The availability of our services does not constitute an offer, solicitation, or invitation from us for the use of gambling in any jurisdiction in which such activities are prohibited by law.
3. It is your responsibility to determine the law that applies to gambling in your location. By opening an Account and using the Service you confirm and guarantee that your actions comply with the legislation, statutes, and policies governing gambling in your location.
4. You are liable for any violation of these Terms and Conditions. In the event that the Terms and Conditions are violated, the Company reserves the right to refuse payment of any winnings, to withhold deposits, to cancel any bets, or to refuse to accept any type of bet without providing a reason. The Company shall not be responsible for the length of an investigation which allows it to uncover violations of the Terms and Conditions by a customer.

2. OPENING AN ACCOUNT

1. To access the Service, you need to open an account. To do this, please provide your email address and choose a password which will be used to log in to the Service in the future. You are also advised to provide your personal information, including your full name, date of birth, and phone number. However, the Service's management team reserves the right to refuse to services to any user without explanation.
2. You must provide your real name during registration. To verify the information you provide, the Company is entitled to request your proof of identity at any time including but not limited to copies of a valid passport, identity card, your payment card, etc. If you fail to or you are not able to supply the necessary information, the Company is entitled to freeze your account until the requirements are satisfied, or close it if no documents are presented.
3. You confirm that you have provided accurate, complete and true personal details during registration with the Service and in the event of any changes to that information, you will promptly update your account details. Failure to do so may result in various account restrictions, the account can be frozen or blocked and any transactions can be voided (bonuses, winnings).
4. You can only open one account per postal or IP address, computer or other device. Any other account you open with the Service will be considered as a Duplicate Account.
5. If you wish to open a duplicate account due to losing access to the original account or for any other valid reason, you must inform the Company of the circumstances and receive permission to do so from the Company before the duplicate account is created. In all other cases the Company is entitled to close all duplicate accounts immediately and:
 - invalidate all transactions made from the duplicate account
 - demand the return of all winnings, bonuses, and funds received when using a duplicate account. These must be returned at our first request.
 - ignore requests for the refund of lost funds and deposits from duplicate accounts.
6. If you have any questions or encounter any problems during registration, you can contact Support Service at support@1xslot.com.

3. DEPOSITS AND WITHDRAWALS

1. If withdrawal requests are processed 24/7.

It can take up to up to seven (7) business days to process the request depending on chosen payment method.

Please note that withdrawals may experience a slight delay due to the identity verification process. In the case of a withdrawal being made for the first time, a large withdrawal or changes being made to payment options, we may take additional security measures to ensure that you are the rightful recipient of the funds..

2. The Security Service is entitled to:
 - refuse any withdrawal should the deposit or withdrawal amounts be inconsistent with stakes of bets placed. Permitted withdrawal amounts shall be calculated based on the total amount of the bets placed from a deposit (It should be at least three times the total amount of all deposits made). Placing a high volume of bets that have a minimal impact on your balance shall not be taken into account, which includes but not limited to, bets placed on opposite outcomes in games such as Roulette, Baccarat, Craps, Dice etc.
 - refuse any withdrawal if the betting account is misused. In this case, your account must be verified before withdrawals can take place.
3. The Security Service does not recommend that you:
 - transfer funds from one payment system to another
 - deposit or withdraw funds without placing bets
 - transfer funds from one account to another
 - make a deposit via e-wallets belonging to other persons: the Company reserves the right to return money to the wallets of the original account holders without prior notice.
4. You can only withdraw funds using the same payment details that were used for depositing funds into your account. If you use different methods to make a deposit, withdrawals should be proportionate to the deposits made using any particular method.
5. The Company bears no responsibility for any withdrawal method being unavailable. Moreover, the Company reserves the right to refuse withdrawals via certain payment systems and offer an alternative withdrawal method as a substitute.
6. To ensure that your deposit is successful, you must adhere to the T&C and follow the instructions. The Company reserves the right not to provide compensation for any deposit amount that is not credited due to an error on the customer's part. Deposits may be lost in the following cases:
 - The transfer amount differs from the amount specified in the request;
 - The deposit is made using old payment details;
 - Two or more deposits are made using the same payment details;
 - The funds are sent to a bank other than that specified in the request.
7. If you make a P2P payment, the amount may change once the request has been created. The amount is set by the merchant who processes the transaction. Any changes to the amount will be shown at the next stage. If you transfer the initial amount, you risk losing your deposit.
8. If you make your deposit in accordance with the instructions, but your deposit is not credited, contact the Customer Support team within 24 hours of the moment you made the request. If 7 or more days have passed since the unsuccessful deposit, the Customer Support team will not be able to find your funds.

In such cases, the Company reserves the right not to provide compensation for the deposit amount.
9. When making cryptocurrency transactions, the following fees will be charged if the customer's account is in fiat currency:
 - 2% for deposits

- 4% for withdrawals

For example, fees will be charged if a customer's account is in EUR (euro) and they make a deposit in TRX cryptocurrency (TRON).

Customers with cryptocurrency wallets who make deposits and withdrawals using cryptocurrencies will not be charged fees.

10. Should you commit fraud in respect to the Company, such as:

- abusing bonus offers or other promotions
 - using unfair external factors and/or means of influence (commonly known as cheating)
 - taking unfair advantage (exploiting faults, defects, or errors in the software)
 - opening any duplicate accounts (multiple accounts)
 - using automated betting software or analytical systems
 - engaging in fraudulent use of chargebacks and rakebacks
 - using stolen, copied, or otherwise unauthorised credit or debit cards as a source of funds
 - colluding with other persons for the purpose of gaining an unfair advantage through the use of bonus offers or other promotions offered by us
 - attempting to register an account using false or incorrect information
 - any actual or attempted actions by you which can be reasonably deemed by us to be illegal in any applicable jurisdiction, carried out by you intentionally or with intent to deceive us and/or circumvent the restrictions prescribed by law, regardless of whether such action or attempted action will actually cause any loss or damage
- the Company reserves the right to stop such fraudulent actions by canceling bets; closing your account with a refund; and informing the relevant law enforcement authorities of the fraudulent actions.

11. In the circumstances mentioned in paragraph 7, customers' account balances shall be refunded after an investigation has been concluded. The balance shall be calculated excluding any unfair profits generated.

12. The Company reserves the right not to compensate you for any service charges imposed by payment systems while depositing and/or withdrawing funds from the account.

4. REFUND POLICY

1. You are responsible for determining whether your accessing and/or use of the Service is compliant with applicable laws in your jurisdiction and you warrant to us that gambling is legal in the territory in which you reside. When opening an account and/or using our Service, you must ensure that your actions are legal in the territory in which you reside. You also guarantee and agree that you have received legal advice before registering with our Service. If we become aware that you are residing in a country where the use of our Service is considered illegal, we will have the right to close your account and refund any remaining balance on your account at the moment of its closure (after the deduction of any winnings credited since you made your most recent deposit).
2. In the event of
 - duplicate registration (including registering under a new name), the submission of someone else's, invalid, or forged documents (including those that have been edited by using any kind of software or graphic editor)
 - multiple breaches of the Company's T&C
 - doubts about your identity or the information you have provided (i.e. address, credit/debit card details, other data)
 - any types of fraud committed either by you or by another person acting in your interests or in collusion with you, including but not limited to:
 - refund or rake fraud
 - your use of a stolen or unverified bank card as a source of funds
 - any actions you have carried out or attempted to carry out which may reasonably be considered illegal in any applicable jurisdiction, which were committed deliberately or with the intention to deceive and/or circumvent constraints set in law regardless of whether this action or attempt ultimately causes loss or damage to your account
 - you having information about the result of an event at the time of placing a bet on that event
 - bets being placed by a group of customers acting in concert (as a syndicate), colluding with others in order to obtain an unfair advantage through bonus schemes or any other promotions offered by us
 - suspicions that you have used special software or hardware which facilitate automated betting, including but not limited to the use of glitches, faults or errors in our software in connection with the Services we offer; your use of rogue programs, equipment or analytical systems, including but not limited to software that enables you to place bets without human intervention (for example, bots), etc.
 - unfair means of any kind being used to obtain information or circumvent restrictions imposed by the Company.

The Company's management is entitled to request at their discretion any documents from

you substantiating your identity or other data you have provided (for example, passport details, residential address), as well as to cancel any payments until all such details have been verified.

The Company's management reserves the right to conduct a video call as part of the identity verification process, or request that documents be sent by post. Verification may take up to 72 hours from the moment we receive the aforementioned documents. The outcome of the video call can be provided to you within 5 working days after the video call takes place. If it is proven that the data that was provided is not valid, the Company is entitled to take any reasonable measures including but not limited to suspending all transactions for the duration of their investigation, and to proceed with full verification of your account once any documents required for the verification procedure have been requested.

3. Upon completion of the investigation, the Company can make any decision that it deems to be fair and reasonable:

- to block (close) your account (including any duplicate accounts), which may entail:
 - voiding all bonuses, free spins and winnings which you've received using this duplicate account, thus making them no longer available to you
 - at our sole discretion, canceling all winnings and refunding the balance on your account at the start of the investigation (minus any canceled winnings) made from your main and duplicate accounts. We also have the right to refund any amounts that are owed to us in connection with this duplicate account, directly from any of your accounts (including any other duplicate account).
- At our sole discretion (in exceptional cases), to allow the continued use of the main account and recognize it as valid, while all actions made by you from the duplicate account will be void, the duplicate account(s) will be blocked and/or canceled by decision of the Company (the decision is made for each particular case individually, according to the extent of the violation).

4. You shall be held liable for the violation of the above-mentioned paragraphs. Should these Rules be violated, the Service reserves the right to refuse to pay any winnings or to refund stakes. The Company shall not be liable in relation to the moment when they become aware that you fall within any of the aforementioned categories. This means that the Company shall be entitled to take the above measures at any time once they have become aware that you are an individual who can be designated as above.

5. For all queries relating to refund requests, you should contact the Customer Service team at support@1xslot.com within the first twenty-four (24) hours of the transaction in question having been made.

Each query will be handled in a timely manner within (24)-(72) hours of the query being submitted, depending on the department involved, and a response will be provided after that time.

You acknowledge and accept that each query will be reviewed on a case-by-case basis and that you are ready to provide any additional information upon the request of the Customer Service officer if this is reasonably required for a response to be provided. In some cases it can take more time to provide a response, in which case you will be notified.

The fulfillment of a refund request depends on the particular payment method used to make the transaction in question.

Refunds are made using the same payment method that was used to make the transaction in question.

Subject to the existing Terms and Conditions, the Company reserves the right to refuse any such request at its sole discretion.

5. VERIFICATION OF YOUR IDENTITY

5.1. GENERAL TERMS

1. You are responsible for keeping your password and account number received at registration confidential and you confirm and agree that any account activities are performed by you alone. If third parties use your account, you shall take sole responsibility for access to the account. Should your username or password come into the possession of a third party, you should change your account and e-mail password to stronger ones. You are strongly advised not to disclose any account information (cash withdrawal codes or codes for changing your phone number etc.) to any third party.
2. A registered customer may not re-register as a new customer (under a new name, with a new e-mail address, etc.). Should the re-registration (including registration under a new name), or the use of documents which belong to another person or which are invalid or false (including documents altered by means of image processing software) be proved, the Company reserves the right to void any bets placed from such an account.
3. Should the Security Service have any concerns about your identity or the accuracy of the personal details provided (address, credit or debit card, or other details), it is entitled to request any documents to verify your identity and location, and/or to hold a video identity verification conference.
4. If you refuse to undergo the identity verification procedure the Company is entitled to void any bets placed by you and suspend your account for the period of investigation (up to 2 months).
5. The Company is entitled to cancel any payments until all details have been verified. Verification may take up to 72 hours from the receipt of documents, and the documents must meet all requirements.
6. If it is proved that the submitted data is incorrect, the Company is entitled to cancel any bets and suspend all transactions for an indefinite period of time, to proceed with the verification of the account, and request any documents required for the account verification.

5.2. VERIFICATION PROCEDURE

1. Identity verification is a process to confirm that the personal data submitted by a player during account registration is correct.
2. Please note that identity verification is not an obligatory condition for playing on the Service. However, we reserve the right to commence verification of a player's identity at our sole discretion at any time. The security department may also request extra verification and require any documents for review or hold a video conference if the customer violates the terms of use of the Service.
3. If an additional verification procedure is required, you will be informed about this via live chat or with a notification from the Service.
4. The regular identification procedure may consist of several steps, such as email address and phone number confirmation, identity verification, etc.
To prevent any problems that may arise during this procedure, read up on every stage of the identity verification process.

5.3. VERIFICATION OF EMAIL ADDRESS AND PHONE NUMBER

1. Go to My Account and link your current email address and phone number to your account.
2. To verify your email address, please complete the following steps: send an email to your current email address that you specified in My Account; when you get an email from the Service, open it and click "Confirm email" or follow the link. The link is valid for 24 (twenty-four) hours. If you run out of time, you will need to start the confirmation process again. You should receive the confirmation email within 10 (ten) minutes. If not, check your spam folder or click to resend the email. If you do not receive an email, please contact our Customer Support team and remember to specify your reason for contacting them.
3. To verify your phone number, please complete the following steps: go to the Personal Profile section in My Account and enter your current phone number without the country code. The confirmation code will be sent to the number that you specify. Next, enter the code you receive in the pop-up window. If you are roaming or your current residence does not correspond to the country of registration, and if your phone number does not conform to the numbers used in your registered country, you may not be able to receive the activation code. If you experience any of the problems indicated above, please contact our Customer Support team and remember to specify your reason for contacting them.

5.4. IDENTITY VERIFICATION

1. To prove your identity, you need to submit one of the following documents for verification:
 - double-page spread of your passport
 - the photo page of your travel document
 - your ID card
2. Before you send the documents, please take note of a few important points:
 - If you are a resident of Russia, Ukraine, or one of the CIS countries, please check the validity period of your document.
 - Photos of the uploaded documents must be of good quality (all markings should be visible and easy to read).
 - All the corners of your passport or ID card must be visible.
 - Documents submitted for verification should not have any third-party markings.
 - Only your own documents should be uploaded.
3. Please keep in mind that when completing the information in My Account, it is important to check that the information you enter is correct. All details must correspond to the information in the documents that you submit. The Company reserves the right to refuse to proceed with the identity verification process if any mistakes or discrepancies are found.
4. You may be asked to send a photo of you holding a document in your hands in front of your correspondence with the security department. You will need to hold the document that you submitted previously. Your fingers must not cover the series and number, all data on the document must be clearly visible, and your correspondence with the security department must be easy to read in the background.
5. It is strongly recommended that you pay close attention to detail and follow the advice given when completing the verification procedure. If you do so, the process will not take long and it will be straight forward.

5.5. CONFIRMATION OF ADDRESS

1. To confirm your temporary or permanent residential address, you need to submit one of the following documents:
 - a utility bill
 - a bank statement
 - a document issued by the tax service
 - a certificate confirming your last registered address: this document must be issued by government agencies from your place of permanent residence
2. The submitted document must meet the following requirements:
 - The document confirming your residential address must be no older than 3 months at the time of verification.
 - Your full name and home address must be stated in the document.
 - The photos must be of the original document.
3. If the documents you send fail to meet the requirements, verification will be refused.

5.6. VERIFICATION OF A BANK CARD OR PAYMENT SYSTEM

1. To confirm that you are the owner of the payment method that you intend use to top up your account and withdraw winnings, you need to submit the following:
 - For a bank card: a color photo of the front side. The following information must be clearly readable: the first 6 and last 4 digits of your bank card number, the validity period, and card holder name. If you have a card without a name, you will also need to provide a bank statement or a screenshot when logged in to your bank account, showing your full name and card payment details.
 - For a payment system: a screenshot of your payment system account profile showing your full name and payment details, and a screenshot of your payment history showing deposits into your account on our Service. The requirements are the same for all payment systems which the Service supports.

5.7. PERSONAL DATA PROTECTION

1. Verification at 1xSlots is a fully confidential process. The Service does not transfer players' data to third parties except in cases mentioned in the law. This is common practice for all online services, so there is nothing to worry about regarding this procedure.

6. PRIVACY POLICY

The 1xSlots management team and its employees take the safety of your personal data and general confidentiality very seriously.

We are committed to improving the transparency of how we use and protect your data. We have included changes to this Privacy Policy to comply with the standards of the General Data Protection Regulation (GDPR).

This Privacy Policy sets out our data processing methods and your options concerning how your personal information is used.

1xSlots understands and takes responsibility for providing you, our customers, with clear information about how we use cookies, and we guarantee that people using our Service can make the right choice.

If you have any requests, questions, or suggestions regarding your personal data or any general questions regarding methods of processing and using the services that are provided to you, please contact us at support@1xslot.com.

We also kindly ask that you send detailed information to support@1xslot.com about any pages on our Service where you are concerned about the use of cookies.

6.1. PRIVACY

1. 1xSlots undertakes to protect your personal data.
2. This Privacy Policy explains what information we collect when our services are used, why we collect this information, and how we use it.
Please note this Privacy Policy will be agreed between you and 1xSlots (hereinafter "We", "Us" or "Our", if applicable).
3. We may periodically make changes to this Privacy Policy and notify you of these changes by publishing the modified terms on our platforms.
We recommend that you review this Privacy Policy regularly.

6.2. CONSENT TO PERSONAL DATA PROCESSING

RIGHTS OF THE PERSONAL DATA SUBJECT

1. The processing of your personal data at 1xSlots starts only after you have clearly expressed the approval that establishes and confirms freely given, explicit, informed, and unambiguous expression of your consent to the processing of your personal data (hereinafter "Consent").
The Consent you give us freely, voluntarily and in your interest is explicit, informed, and conscious.
2. Your consent to the processing of personal data may be given to us by you or your representative in any form that allows to confirm that it was received, namely:
- IN WRITING
In this event the Consent should contain the following information:
 - surname, first name, patronymic (if applicable), address of the subject of personal data, number of the main identification document, document issue date and the issuing authority, or surname, first name, patronymic, address of the representative of the personal data subject, the number, issue date, and issuing authority of their main identification document, the requisites of the notarized power of attorney or other document confirming the authority of that representative (upon receipt of the consent

- from the representative of the personal data subject)
 - the postal address of 1xSlots receiving the consent of the personal data subject
 - the purposes of processing the personal data
 - a list of the personal data, for the processing of which the consent of the subject of personal data is given
 - the name and address of the person (legal entity) that is processing the personal data on behalf of 1xSlots, if the processing is delegated to such person (entity)
 - a list of actions on personal data to which the consent is given; general overview of the personal data processing methods
 - the period during which the consent of the subject of personal data is valid, as well as the method of its withdrawal
 - the signature of the personal data subject
 - **BY WAY OF IMPLICATIVE ACTIONS** of a personal data subject which express their will to establish a legal relationship with 1xSlots, not in the form of an oral or written expression of their will, but by their behavior, from which such intention can be concluded (for example, registration to 1xSlots services, execution of monetary transactions into their personal account obtained through registration on the 1xSlots services, which is a condition for participating in betting in accordance with the Terms and Conditions of 1xSlots, registration of bets through their personal account and receipt of winnings through their personal account, compliance with the rules established by the gambling operator, etc.).
3. 1xSlots does not require your Consent to process your personal data in the following cases:
- where the processing of personal data is necessary to achieve the objectives provided for by international treaties or laws of local jurisdictions, for the performance and discharge of the functions, powers, and duties conferred by law;
 - where processing of personal data is necessary for the administration of justice, the execution of a court decision or a decision by another legal body or an official subject to execution in accordance with local laws;
 - where processing of personal data is necessary to protect the life, health, or other vital interests of the subject of personal data if obtaining their consent is not possible;
 - where processing of personal data is necessary for the purposes of exercising the rights and legitimate interests of 1xSlots or third parties, or for the achievement of socially significant purposes, provided that this does not violate the rights and freedoms of your personal data;
 - where processing of personal data is carried out for statistical or other research purposes, subject to obligatory anonymization of your personal data, except when personal data is processed for marketing purposes;
 - where access to the personal data that is being processed has been provided by you to an unlimited number of persons;
 - where personal data that is being processed is subject to publication or mandatory disclosure in accordance with the laws of local jurisdictions.
4. The procedures for the withdrawal of your consent to the processing of your personal data, obtaining information about the availability of your personal data in 1xSlots, and clarifying, blocking, and destroying your personal data which 1xSlots holds on request are governed by the "General Data Protection Regulation" (GDPR) and are carried out by us in full.

6.3. OBJECTIVES OF INFORMATION COLLECTION

1. We collect and process information that can be used for personal identification purposes, including, but not limited to, first name and surname, date of birth, credit card details, home or

other address, e-mail address, telephone number or other appropriate Personal information (hereinafter "Information").

2. You may be asked to provide personal information when using our Service, registering an account or using our services.

The personal information we collect may include such information as:

- contact details (including phone number, e-mail address)
- information on residency (your geographic postal address)
- payment information
- transaction history
- preferences when using the services
- feedback on Services

This information is collected, processed, and stored by us on servers, according to the requirements of the legislation of your state.

3. When you interact with services, our servers store your unique activity log, which collects certain administrative and traffic information, including:

- source IP address
- access time
- date of access
- visited web pages
- language used
- software crash reports
- type of browser used

This information is needed to ensure we provide services of the highest quality.

4. We never collect personal information about you without your knowledge.

6.4. MEANS OF GATHERING AND PROCESSING DATA

1. We may automatically collect certain data, as discussed above, and receive Personal Information about you where you provide such information voluntarily through the services or other communications and interactions on our Service.
2. We may also receive personal information from online vendors and service providers, and from customer lists lawfully acquired from third-party suppliers.
In addition, we may use the services of third-party service suppliers for technical support of your online transactions and for maintaining your account.
3. We will have access to any information you provide to such suppliers, service providers, and third-party e-commerce services. We will use the Personal Information in accordance with the provisions of this Privacy Policy.
4. This information will be disclosed to third parties outside the company only in accordance with this Privacy Policy and the legislation of your state.

6.5. THE USE OF DATA

1. We use the personal information that you provide to us to deliver our Services, to provide customer support, to ensure the necessary security, for the identity verification and checks, to process any of your online transactions, as well as to assist your participation in third-party promotions, that meet certain business conditions, and for any other purposes related to the operation of our gaming Services.
Therefore, during the provision of our services we may share your personal information with our carefully selected partners (including any other parties that have arrangements with you about

the sharing of your data).

2. Your personal information may also be used by us to provide you with:
 - promotional offers and information about our products and services
 - promotional offers and information about our partners' products and services, in order to enlarge the range of products provided to you and improve our customer service
3. From time to time, we may request information from you via surveys or competitions. Participation in these surveys or competitions is completely voluntary and you have the choice of whether or not to disclose your personal information.
Information requested may include contact details (such as name, correspondence address, telephone number), and geographic information (such as postal code or postal address), age.
4. By taking part in any competition or accepting winnings (prizes) from us, you consent to the use of your name for promotional purposes without additional remuneration, except where prohibited by law.
5. If you have not unequivocally decided whether to receive promotional information from us, we may use your personal information (including your e-mail address and phone number) to provide you with information regarding our products, services, and promotions, including other gaming products (including online poker, casino, betting, backgammon etc.) and third-party products and services carefully selected by us.

6.6. INFORMATION DISCLOSURE

1. We do not disclose your Personal Information to companies, organizations or individuals not associated with Company.
2. We may disclose your Personal Information to companies, organizations or individuals not associated with us if you have given us consent to these actions.
3. We may disclose your Personal Information if required to do so by applicable law, or if we believe in good faith that such actions are necessary to:
 - comply with any legal issue or process that concerns us, any of our websites or services or in circumstances where we are essentially bound by legal obligation
 - protect our rights or property
 - protect the personal safety of our service users or the public
4. If, in our opinion and sole determination, you are found to have deceived us or attempted to deceive us, or any other service user in any way including but not limited to:
 - game tampering
 - payment fraudIf we have grounds to suspect you of payment fraud, including the use of stolen credit cards, or any other fraudulent activity, including any payment reversal or other, payment cancellation, or prohibited transactions, including money laundering, we reserve the right to share this information together with your identity information with other online gaming sites, banks, credit card companies, appropriate regulatory agencies, and relevant law enforcement authorities.
5. For the purpose of public research on the prevention of addiction, your data can be passed on to the relevant institutions.

6.7. ACCESS

1. You may 'opt out' of receiving any promotional communications either:
 - by choosing to opt out via your account settings available on our sites or through our services

- in response to a promotional email you receive from us
 - at any time by sending an e-mail, or by writing to our Customer Services
2. In addition, you may contact us at any time if you:
- want to find out what of your personal information we collect, process, and store, and also from which sources we have obtained it
 - want to confirm the accuracy of the personal information we have collected about you
 - would like to update your personal information; and/or
 - have any complaint regarding our use of your Personal Information
- If required, we will update any information you have provided to us, given that you prove the necessity for such changes and verify your identity.
3. For the avoidance of doubt, nothing in this Privacy Policy shall allow us to retain your Personal Information if we are required to provide it by the law of your country.

6.8. COOKIES

1. INFORMATION STORED ON YOUR DEVICE

When accessing our services, with your consent we may store information on your device. This information is referred to as 'cookies', which are small text files containing letters and numbers for recording your preferences. Cookies are stored on your device when you use our services while visiting our Services.

We also use local shared objects or 'flash cookies'. 'Flash cookies' are similar to browser cookies. They allow us to remember your visits across our Services.

Neither cookies nor flash cookies can be used to access your device or use information on your device.

We only use cookies and 'flash cookies' for monitoring.

We only use these methods to track your use of our services to record your preferences.

Cookies help us monitor traffic to our Service, improve our services, make it easier for you to access them and increase your interest in our services.

We use flash cookies and other cookies to help us show you more relevant and targeted advertisements.

2. STRICTLY NECESSARY COOKIES

Strictly necessary cookies are used to allow users to navigate the Service and use its features, such as accessing secure areas of the Service or making financial transactions. Without these cookies, you would not be able to use our Service efficiently.

3. THE REGISTRATION PROCESS

These cookies will hold information collected during your registration and will allow us to recognize you as a customer and provide you with the services you require. We may also use this data to better understand your online interests and preferences and to constantly enhance your visits to our platforms and use of our services.

4. OUR WEBSITE

We use cookies to collect information for visitors to our Service.

Our servers use three different types of cookies:

- 'Session-based' cookies: This type of cookie is only allocated to your device for the duration of your visit to our Service. A session-based cookie helps you navigate our Service faster and, if you are a registered customer, allows us to give you information that is more relevant to you. This cookie automatically expires when you close your browser.
- 'Persistent' cookies: This type of cookie will remain on your device for a set period of time for each cookie. Flash cookies are also persistent.
- 'Analytical' cookies: This type of cookie allows us to recognize and count the number of visitors to our site and see how visitors use our services. This helps us improve the way

our Services work, for example, by ensuring you can log in and find what you are looking for easily.

You make a decision and you always have a choice of whether to accept or decline cookies.

Most web browsers automatically accept cookies, but, if you prefer, you can modify your browser settings to keep control over your cookies.

You can use your web browser to:

- delete all cookies
- block all cookies
- allow all cookies
- block third-party cookies
- clear all cookies when the browser is closed
- open a "private browsing"/"incognito" session that allows you to browse the Internet without storing data locally
- install add-ons and plug-ins to extend browser options

Where can I find information about managing cookies?

- [Information about cookies in Internet Explorer](#)
- [Information about cookies in Chrome](#)
- [Information about cookies in Firefox](#)
- [Information about cookies in Safari](#)
- [Information about cookies in Opera](#)

5. FLASH COOKIES

You can modify your Flash Player settings to prevent the use of flash cookies. The settings manager of your Flash Player allows you to manage your preferences.

6. If you choose to decline all cookies in the browser, unfortunately you will not be able to use some of the features and services, and some services will not work correctly, for example, we will not be able to save your chosen interface language.

6.9. CONSENT TO USE OF ELECTRONIC SERVICE PROVIDERS

1. In order to play real money games on our services, you will be required to transfer money to and receive money from us. To facilitate such services we may use third-party electronic payment systems to process the required financial transactions.
2. By agreeing to and accepting this Privacy Policy, you expressly and voluntarily consent to the transfer to third parties of your personal information which is necessary for the processing and completion of monetary transactions including, when necessary, to the transfer of your personal information outside of your country.
3. We take steps to ensure that your privacy is protected when using third party payment systems.

6.10. CONSENT TO SECURITY REVIEWS

1. We reserve the right to conduct a security review at any time to validate the registration details provided by you and to verify your financial transactions and the correct use of our services by you, in order to prevent potential breaches of our Terms and Conditions and of any applicable law.
2. By using our services and thereby agreeing to our Terms and Conditions, you authorize us to use your Personal Information and to disclose your Personal Information to third parties for the purposes of validating the information you provide during registration and use of our Services,

including, where necessary, the transfer of your personal information outside your country.

3. Security reviews may include but are not limited to ordering a credit report and otherwise verifying the information you provide against third-party databases.

6.11. SECURITY

1. We understand the importance of providing security and the methods needed to secure the confidentiality, integrity, and accessibility of information. We store all personal information we receive directly from you in an encrypted and password-protected database stored within our secure network behind active up-to-date firewall software.
Our Services support SSL Version 3 with 128-bit encryption.
2. We also take measures to ensure our subsidiaries, agents, partners, affiliates, and suppliers employ adequate security measures.
3. However, sending information via the internet is usually not completely secure, and we cannot guarantee the security of your data while it is being sent.
ANY DATA, WHICH YOU SEND, IS SENT AT YOUR OWN RISK.
4. 1xSlots has all security procedures and features in place to protect your data after it is received.

6.12. PROTECTION OF MINORS

1. Our services are not intended for persons under the age of eighteen (18) or the lawful age in their respective jurisdiction.
Any person who provides their information to us through any part of the services confirms to us that they are eighteen (18) years of age (or the lawful age in their respective jurisdiction) or older.
2. It is our policy to uncover attempts by minors to access our services which may require an additional security review.
3. If we become aware that a minor has attempted to or has submitted personal information via our services, we will not accept their information and will take all steps to purge the information from our records.

6.13. INTERNATIONAL TRANSFERS

1. Personal Information collected by us may be stored and processed in any country in which we or our affiliates, suppliers, partners or agents provide gaming services and services of our gaming platform.
2. By using our services, you expressly consent to any transfer of information outside your country (including to countries that may not be considered as having adequate privacy laws).
3. Nevertheless, we take steps to ensure that our agents, partners, affiliates, and suppliers comply with our standards of privacy and this Privacy Policy regardless of their location.

6.14. THIRD-PARTY RELATIONSHIPS

1. We cannot ensure the protection of any information that you provide to a third-party website that links to our services or of any other information collected by any third party managing it in compliance with our affiliate program (if applicable) or otherwise, since these third-party online

services and websites are not owned by us and are operated independently from us.

2. Be careful. Any information collected by these third parties is governed by the privacy policy, if any, of such third party.

6.15. LEGAL DISCLAIMER

1. We are not responsible for events beyond our direct control.

Due to the complex and ever-changing nature of our technologies and business, we provide comprehensive, but we do not guarantee an error-free, operation regarding the confidentiality of your personal information when you visit other services using links located on our Service. Services that are beyond our control, and especially not covered by this Privacy Policy, should provide you with an opportunity to familiarize yourself with their security policies. If you visit other services, you should be aware that the operators of these services can collect your personal information, which they will use in accordance with their privacy policy, which will differ from ours.

2. Be careful. We do not guarantee the security of your data, while it is being transmitted through channels of communication.

ANY DATA, WHICH YOU SEND, IS SENT AT YOUR OWN RISK.

3. We are also not responsible for any direct or indirect damage arising from the unlawful use or theft of your Personal Information.

6.16. CONSENT TO PRIVACY POLICY

1. Your use of our services is your voluntary agreement with our Privacy Policy and you thereby give us the right to collect, process, and store your personal data.
2. This Privacy Policy should be read in conjunction with our Terms and Conditions and any additional applicable Terms and Conditions published on our services.
3. We may periodically make changes to this Privacy Policy and will notify you of these changes by publishing the modified terms on our services.
4. Your continued use of our services following any changes to this Privacy Policy constitutes your acceptance of the changes.
5. This is our entire and exclusive Privacy Policy on May 16, 2018, it supersedes any earlier version and applies only to 1xslot.com.
6. We recommend that you revisit this Privacy Policy regularly.

7. ANTI-MONEY LAUNDERING, COMBATING THE FINANCING OF TERRORISM

1. In order to prevent the infiltration of criminal capital into the economy of the state, many countries fight against money laundering and the terrorism financing. The Company applies internal laws and regulations and special measures to help international organizations in combating money laundering and the terrorism financing around the world.
2. To fulfill these obligations, the Company is bound to inform competent authorities if there is a reason to suspect that funds which were deposited by the User into his account are related to illegal activity or terrorism financing. The company is also obliged to block such funds and to undertake measures provided for by the rules of the AML policy.
3. Money laundering means:
 - hiding or keeping privacy regarding the information about the real source, location, disposal, movement, ownership or other property rights related to property obtained as a result of illegal activity,
 - conversion, moving, obtaining, possession or use of property which was got as the result of criminal activity for the purpose of concealing the illicit source of such property or assisting persons involved in crime to avoid legal consequences of their actions,
 - a situation in which the property was obtained as a result of criminal activity committed on the territory of another state.
4. When you open an account, you agree to undertake the following obligations:
 - you agree that you comply with all applicable laws and regulations on combating money laundering and terrorism financing, including the AML Policy.
 - you confirm that you have no information or any suspicions about the fact that funds used for depositing in the past, present or future, are received from any illegal source, or have any relation to legalization of income obtained illegally, or other unlawful activity prohibited by applicable law or the instructions of any international organizations;
 - you agree to immediately provide any information we think fit to require according to applicable laws and regulatory requirements in respect of combating the legalization of funds obtained illegally.
5. The Company reserves the right to transfer information that we have, including personal data and bet history, to sports and other organization, among them the police, in order to investigate fraud and money laundering.
6. The Company collects and keeps the passport or other ID of the User, and reports on all changes made in the account. The Company monitors any suspicious activity on the User's account, as well as operations carried out under special conditions.
7. The Company reserves the right to refuse at any time and at any stage the user to the transaction if the Company has reason to believe that this transaction has anything to do with money laundering and criminal activity.
8. In accordance with international law the Company is not obliged to inform the User about his suspicious activity and let him know that it has been passed to relevant authorities. In accordance with the internal AML procedures the Company performs initial and ongoing personal identity verification procedures as provided by the level of risk of each User.
 - the company will ask you to provide the minimal information to confirm your identity.
 - the company will record and preserve all data and ID, as well as which methods of confirmation have been used and the results of verification procedures.
 - the company will check your personal data to match the list of persons suspected of terrorism, which is formed by the authorized state and independent authorities. A minimum set of identification data includes: the User's full name; date of birth (for individuals); residential address or registered address of the User;

- sources of funds that you plan to Deposit into the account.

9. To verify and confirm the authenticity of the above-mentioned data, the Company may require the following documents:

- passport or identification card, or other document equivalent that meets the following requirements: contains the name, date of birth and a photograph of the document holder;
- issued by the national public authorities, a recently obtained receipt for the payment of utility bills (not older than 3 months) or other documents confirming the address of the User.

The Company may also require other additional information, confirmed by relevant documents. In certain cases, the Company may also require notarized copies of documents from the User.

8. BETTING RULES

1. There is a lot of specialised terminology used in the betting industry. If you are not sure about the meaning of an expression, you should not place a bet in a game using such an expression until you fully understand its meaning.

The Company shall not be responsible for bets placed by you in games that are using terminology which is not clear to you.

2. Please read the rules provided in the game before you play.
3. If you start playing, it means that you accept and undertake to comply with the rules of the game, table and/or tournament you have selected.
4. It is prohibited to enter into collusion to participate, directly or indirectly, in any collusion scheme with any other player in the course of any game in which you participate now or will participate in the future.
5. You must examine the legality of your participation in gambling and of the use of the appropriate software which provides access to gambling in your location and make sure that your actions are not in breach of any regulations or legislation in the relevant jurisdiction.
6. Winnings over €10,000 are considered Big Wins and must be approved by Partners of the Company prior to the funds being credited to your account and/or being available for withdrawal.
7. A bet is considered accepted after it has registered on the server and has been confirmed online. Registered bets are not eligible for cancellation or amendments.
8. Your stake cannot exceed your current account balance. Once a bet has been registered, the stake is debited from the account. The winnings are credited to your account after the bet has been settled.
9. No complaints or disputes about the acceptance or settlement of bets shall be accepted upon the expiry of 10 (ten) calendar days from the date of the transaction.
10. If you wish to lodge a complaint regarding the work of the Service, you must contact Customer Support as soon as possible. If necessary, your complaint will be forwarded to the relevant decision makers for the final decision.
11. You acknowledge that our random number generator will determine the outcome of the games played through the Service and you accept the outcomes of all such games. You agree that in the unlikely event of a discrepancy between the result that appears on your screen and result displayed on the game server, the result that appears on the game server will prevail. You acknowledge and agree that our technical records will be the final authority in determining the terms and circumstances of your participation in the relevant online gaming activity and the results of this participation.
12. To contact a member of the Customer Support team and discuss any issues that might arise, please use the online chat or e-mail support@1xslot.com.

9. PROMOTIONS

9.1. BONUS OFFERS

1. Any bonus offers are available to the customer only if they have filled in all the fields of the questionnaire, activated their phone number and email address, and agreed to receive bonuses in My Account.
2. Bonuses are automatically credited when all the conditions of the relevant promotion are met.
3. Bonuses may have special terms and conditions, so before activating them, we strongly recommend that you carefully read the rules of the relevant promotions for more information and to avoid any misunderstanding. Please note that any specific terms and conditions relating to a particular bonus and/or reward will prevail over the general terms and conditions in the event of any discrepancies or inconsistencies.
4. The bonus and its winnings will be forfeited after the bonus expires. The duration of the bonus depends on the terms of the specific promotion.
5. The validity period of bonus free spins depends on the provider and is not regulated by the Company.
6. In accordance with the rules of casino software providers, bonus rounds and free spins do not qualify for jackpot bonuses.
7. If, when playing, the customer wins an amount which is deemed to be worthy of publicity by the casino management, the customer agrees to take part in any such event organized by the Company dedicated to this. The Company reserves the right to use the customer's first name and the first letter of the customer's surname in any announcements of the results of the promotion in the lobby or on the promotion page of the website.
8. Bonuses can only be used by one customer, on one device, at one IP address, in one browser.
9. All bonus winnings that are requested for withdrawal must be verified before the payment is processed. Depending on the result of this check, the Company reserves the right to request verification documents from the customer. The following documents must be uploaded: a form of ID which is accepted by the state and includes your photo (ID card, passport, or driver's license), as well as proof of residence (for example, a utility bill dated within the last 6 months). If a deposit is made using a credit card, the customer must provide a photo of the front and back of the credit card with the sensitive data (CVV/CVC2 code) hidden.
10. The company may terminate participation in bonus promotions without prior notice or explanation.
11. The Company reserves the right to amend the terms of the bonus policy, suspend it, or cancel it at any time. In the event of mass errors affecting bonuses, the Company reserves the right to compensate users at its own discretion.
12. All Company Rules remain in force.

9.2. BONUSES

1. A bonus is a deal between the Company and the customer. The company provides the client with funds, and they undertake to satisfy the wagering requirements in games before requesting to withdraw the funds.
2. Only one bonus per account can be active at any one time. Thus, if a customer has an active bonus and fulfills the requirements to receive a new bonus, it will not be credited. Bonuses

related to deposits are not cumulative. Bonuses are applied in order of receipt, i.e. the next bonus becomes available once the wagering requirements for the previous bonus have been completed or it was canceled.

3. The bonus amount will be credited to the bonus balance and kept separate from the main balance.
4. To redeem a bonus, a certain amount in bets must be placed. Unless otherwise specified in the bonus conditions, the wagering requirement will be calculated using the following formula:
Bonus amount x required number of times.
The wager for deposit bonuses depends on the promotion rules and is specified in terms and conditions of the promotion.
5. Wagering requirements include both winning and losing bets up to 5 euros. If the customer exceeds this bet or buys a bonus game, only the specified amount will be taken into account.
6. Wagering is not available in the Live Casino or Games section, as well as in all games and varieties of roulette, baccarat, blackjack, poker, and games from the "Other" category in the Slots section. For further information about wagering in a specific slot, please contact the Customer Support team.
7. The customer has the right to place bets using funds from both their bonus balance and main balance, but only bets from bonus funds count towards the bonus wagering requirement.
8. If the wager is successfully completed, the winnings are credited to the main balance within 24 hours. Once wagered, any remaining bonus funds, up to the maximum bonus amount, will be transferred to your main balance. Any amount that exceeds the bonus amount will be canceled. If, after the wager, the bonus balance is below the minimum stake amount, the bonus will be deemed forfeited.
9. If the user has an active deposit bonus, their withdrawal requests will not be approved. To withdraw funds, the customer must meet all the wagering requirements or delete the bonus. Moreover, note that the bonus balance is created only for wagering deposit bonuses, and funds cannot be withdrawn from it.

9.3. GIFTS

1. A gift is a special type of bonus that may need to be wagered for real money, depending on the presence of a wagering requirement, and includes free spins, cash, or promo codes for cash and free spins.
2. Gifts may include special conditions (bonus amount, wagering requirements, etc.), so before activating this type of bonus, we strongly recommend that you carefully read the terms and conditions of that specific bonus, and read the promotion rules on the website or in the Support Service to avoid any misunderstanding.
3. Promo codes and gifts received using promo codes can only be activated on the main account.
4. The availability of a gift does not affect the ability of the customer to withdraw funds from their balance.
5. A maximum of three gifts with free spins and three cash gifts can be available on an account at a time.
6. Only one gift may be active at a time. Any others must be inactive, suspended or canceled.
7. Customers are entitled to switch between gifts in their account no more than once every 15 (fifteen) minutes.
8. You cannot wager your gift in games participating in active promotions and tournaments (excluding tournaments in which all slots are eligible), in all games from Gamomat, KA Gaming, Kalamba Games, in the games Feast O'Fruit from Leap and 5x Cherry Party from CT Interactive, and in sections and categories listed in clause 9.2.6. in the Service's Terms and Conditions. For further information about wagering in a specific slot, please contact the Customer Support

team.

9. Funds from gifts whose wagering requirements have been met will be credited to the customer's account balance within 24 (twenty-four) hours of the moment the wagering requirement is met, unless otherwise specified.
10. A gift, as well as any winnings made using it, will be lost after it expires. A gift is active from the moment it is awarded. The validity period of an available gift specified in the "Bonuses and Gifts" section in My Account cannot be prolonged by suspending bonus wagering.
11. The Company also reserves the right to withhold and delete any gifts provided if they have not been used within 6 (six) months from the date they were received.

9.4. CANCELING BONUSES AND GIFTS

1. The customer can cancel an existing bonus by deleting it themselves in the Bonuses and Gifts section, or by contacting the Support Service for help (via live chat or email at support@1xslot.com).
2. When a bonus is canceled, the bonus balance will be reset to zero and the wagering requirement will no longer need to be met. Any winnings obtained whilst redeeming that bonus will be canceled.
3. The customer can decline to participate in bonus promotions by moving the corresponding slider to the inactive position in their account settings.

9.5. ABUSE OF BONUS OFFERS

1. If an abuse of bonuses or gifts is detected, the Company has the right to take the following measures against the customer: exclude them from all subsequent promotions, cancel all available bonuses and gifts, and cancel any winnings received using the bonus both at the time of wagering and after it.
2. The following ratio of bonuses received in relation to deposits made is deemed abuse: 70% bonus funds received on between 5 and 9 deposits; 50% bonus funds received on 10 or more deposits. Players who only make deposits in order to receive bonuses risk losing any winnings earned from using this bonus and only getting the amount they deposited to receive the bonus. Decisions about the confiscation of funds are made by 1xSlots' management and are final and binding.
3. The Company has the right to review customers transaction history and customer logs for any reason and at any time. If during such a review misuse of bonuses by a player is revealed, the Company has the right to cancel the bonuses for that customer.
4. If the Service administrators determine that the customer is using gaming strategies that are not approved by the Company when redeeming the bonus, the Company is entitled to apply the penalties specified in clause 9.4.1 against the user, ban them from playing on their website, and block their account.
5. Here are several known examples of strategies for clearing a bonus wagering requirement which we consider unacceptable:
 - placing a high volume of bets which has a minimal impact on the customer's balance. One example of such a strategy would be betting on all numbers in roulette or betting on red and black at the same time.
 - placing big bets (over €5) with the aim of increasing the bonus balance rapidly and then dramatically reducing the stakes (more than twofold) for no apparent reason and with a sufficient account balance. Each of these cases will be considered separately by the Service administrators

- placing big bets in games with a low contribution (stake percentage that counts towards the wagering requirement) and then placing smaller bets in games with a larger contribution
 - delaying any round of any game, including free spins and bonuses, to a later time when there are no wagering requirements and/or restrictions on making new deposits, and while free spins and bonuses are still available in the game
 - any combination of the above gaming tactic
6. If a group of customers is found to be associated with the same type of payment system, geolocation, or IP address, and uses the same gaming strategies, the Company, at its discretion, has the right to confiscate bonus funds and/or deposits
 7. Customers with one-time email addresses do not qualify for bonuses. If, despite this, a bonus is still received, any winnings received when playing with it may be confiscated.
 8. When registering, the customer is strongly advised to provide their real phone number, since it may be used by the Company to verify the customer's identity. If we are unable to contact a customer, we are entitled to apply restrictions on their use of bonuses and block their account.
 9. In the event of a dispute, 1xSlots' decision is deemed to be final.

9.6. TOURNAMENTS

1. To take part in the tournament, the customer must press the "Take part" button on the page of the offer. If a tournament includes several stages, the customer must confirm participation in each of them individually.
2. All prizes, except physical prizes, are credited to customers' accounts within 72 hours after the end of the tournament.
3. Physical prizes may be replaced with cash awards if the items cannot be sent or if the customer so chooses. In this case, the funds must be wagered using real money. The wagering requirement and wagering period depend on the rules of that particular tournament.
4. In the event that two customers have an equal number of points and are both eligible for a prize, the customer who earned these points first is deemed to be the winner.
5. The results are calculated based only on bets placed using real money.
6. If, when playing, the customer wins an amount which is deemed to be worthy of publicity by the casino management, the customer agrees to take part in any such event organized by the Company dedicated to this. The Company reserves the right to use the customer's first name and first letter of their last name in any of its announcements about tournament results.

9.7. 1XSLOTS CASHBACK

1. Cashback is a partial cash refund, the amount of which depends on the customer's gaming activity.
2. Cashback does not need to be wagered.
3. Each new level provides an opportunity to increase the percentage and frequency of cashback. When the customer accumulates the required number of experience points, they will automatically be moved to a new level. When a customer moves to a new level, previously earned points will be reset to zero, and the accumulation process will start anew.
4. Points are awarded as follows:
 - Copper level — €1 bet = 100 experience points
 - Bronze level — €1 bet = 150 experience points
 - Silver level — €1 bet = 200 experience points
 - Gold level — €1 bet = 250 experience points

- Ruby level — €1 bet = 300 experience points
- Sapphire level — €1 bet = 350 experience points
- Diamond level — €1 bet = 400 experience points

5. Experience points are not awarded for playing in the Games section.

6. From levels 1 to 7, cashback is calculated using the following formula:

(the total stake since the last cashback withdrawal - the amount of winnings since the last cashback withdrawal) x the cashback percentage.

The cashback amount cannot be negative, i.e. cashback is not available to customers whose total winnings exceed their total stake for the settlement period.

7. At level 8 (VIP Status), cashback is calculated for each placed bet, regardless of whether it is won or lost. It is accrued as follows:

- 0.25% for playing Slots
- 0.1% for playing Live Casino
- 0.2% for playing lottery games (keno, bingo, and scratch cards)
- 0.05% for playing table games (roulette, poker, baccarat, blackjack and games from the 'Other games' section).

Example of how cashback is calculated for bets placed at live casinos and table machines: the accumulated cashback amount is equal to every individual bet in Live Casino games x 0.1% + every individual bet in table games x 0.05%

Please keep in mind that calculations are made up to two decimal places. For example, if cashback is to be under €0.01, it will not be credited for this bet until it reaches at least €0.01.

8. Please note the following:

- at levels 1-7, bets are included in the cashback calculation only 24 hours after they are placed.

Example: The last cashback withdrawal was on January 2 at 01:00 AM GMT. The next withdrawal attempt will be on January 9 at 01:00 AM GMT. Cashback will be calculated based on the time period from January 1, 01:00 AM GMT to January 8, 01:00 AM GMT;

- if a customer has not received cashback since they registered, the first calculation will only take into account gaming activity for the last calendar month.

Example: If a user signs up and starts betting at 01:00 AM GMT on January 1, but decides to withdraw cashback at 12:00 PM GMT on March 3, the cashback will be calculated based on the period starting February 3 and ending March 3.

- When you reach level 8 (VIP level), the cashback you've accumulated will be automatically reset to zero. To avoid losing these funds, it is recommended that users make use of their available cashback before advancing to level 8.

9. Several games are completely excluded from the cashback calculation. They are listed below:

1H All American (NC), 1H Deuces Wild (NC), 1H Jacks or Better, 1H Jacks or Better (NC), 1H Joker Wild (NC), 1xFootball, 300 Carat European Roulette, 4 Dragon Kings, Aces and Eights, Acey Deucey, Air Combat 1942, Alien Hunter, All American Double Up, Alter World, American Roulette, American Roulette High Stakes, Animal Fishing, Apollo, Argo, Atlantis Bingo, Aviator, Aviatix, Aztec, Aztec Gold Mines™, Baccarat, Baccarat A, Baccarat Pro, Baccarat Pro - High Limit, Balloon, Balloon Run, Banana Bingo, Bank, Bank Job, Bear Run, Bingo Bruxaria, Bingo Cientista Doidão, Bingo Gênio, Bingo Hortinha, Bingo Iglu, Bingo Pirata, Bingo Royale, Bingo Saga Loca, Bingo Samba Rio, Bingo Señor Taco, Bingo Señorita Calavera, Bingo Trevo da Sorte, Bingolaço, Bingolícia, Birds of Paradise, Birds Slot, Blackjack - Single Deck™, Blackjack (5 box), Blackjack Classic™, Blackjack Mini (1 box) - Low Limit, Blackjack Pro (3 box), Blackjack Pro (3 box) - High Limit, Blackjack Pro (3 box) - Low Limit, Blackjack Pro (3 box) - VIP Limit, Blackjack™, Blue Ocean, Bombing Fruit, Bonus Poker, Bonus Roulette, Book of Win, Boto Bingo, Boxes, Burning Ice, Burning Ice 10, Burning Ice 40, Caishen Dao, Calorie Killer, Cappadocia, Capsa Susun, Captain Money, Cash Galaxy, Cash or Crash, Casino Hold'em, Casino Slot, Chicago

Nights, Chinese Roulette, Christmas Slot, Circus Bingo, City Slot, Coin Field, Coin Vault, Cowboy, Crash Out Fireworks, Crazy Ape, Crazy HuntX, Cricket X, Dark, Dark 100, Deuces Wild Double Up, Devil Buster, Dice, Dice Game, Donut City, Dota Slot, Double Exposure Blackjack Pro, Double Exposure Blackjack Pro High Limit, Double Exposure Blackjack Pro Low Limit, Dragon Tiger, European Roulette, Evolution, Fafafa 2, Fishing Expedition, Fishing God, Fishing Kingdom, Fishing War, Fishing Yilufa, Fly Jet, Food Coma, Football Slot, Football X, Force Of Dragon, Fortune Deck, French Keno, French Roulette, Fruitverse, Fun Fruit, Galaxy, Galaxy Blackjack, Galaxy Roulette, Genie's Bonanza, Giant Fishhunter, Go Go Magic Cat, Go Go Magic Dog, Go Gold Fishing 360, Goal, Gods Slash Fish, Godzfishing, Gold Cai-Shen Fishing, Gold Cai-Shen Fishing 2, Gold Dragon 360, Golden Dragon, Golden Dragon Club, Golden Fish Hunter, Happy Animal Farm, Happy Food Hunter, Hero Fishing, High low, Hilo, Hook Up! Fishing Wars, Hotline, Hungry Shark, Hungry Shark Cthulhu 2, HyperXplorer, Impossible X, Inferno Sea, Iron Chicken Hunter, Jacks or Better Double Up, JetX, JetX 3, Joker Wild Double Up, KA Fish Hunter, KA Fish Party, Keno, Keno Deluxe, KickboxMania, King Octopus, Legend of Erlang, Live Slots, Loot or Boot, Lucky Video Poker Double Up, Magic Garden, Magic Garden 10, Magic Garden 40, Magic Witches, Magnify Man, Mermaid Hunter, Mermaid Legend, Mermaid World, Meteoroid, Mines, Minesweeper XY, Mini Roulette, Monster Collector, Monster Island, Moon Stone, Multi Hot 5, Muscle Tussle, Mythical Beast, Narcos, Nascar Streak, Naughty Witches, Neon Roulette, No Commission Baccarat, No Fly Zone, Oasis Poker Pro, Oasis Poker Pro - High Limit, Oasis Poker Pro - Low Limit, Ocean Princess, Ocean Ruler, Ocean Star Hunting, Onmyoji, Paradise Trippies Bingo, Penalty Kick, Personal Roulette, Pharaon, Plinko, Plinko MegaWin, Plinko X, Pontoon Pro, Pontoon Pro High Limit, Pontoon Pro Low Limit, Poseidon Battle, Poseidon's Secret, Power Balls Light, Pumpkin Win, Punto Banco Pro, Punto Banco Pro High Limit, Punto Banco Pro Low Limit, Punto Banco Pro Vip Limit, Rabbit Party, Racing Dogs, Racing Dogs +, Racing Dogs Pro, Racing Horses, Racing Karts, Rainforest Magic Bingo, Red Baron, Red Dog, RNG-WAR, Robot Wars, Rocket Bang, Rocket Dice XY, Romance of the Three Kingdoms, Romeo, Roulette, Roulette (rev.3.0) Advanced - Low Limit, Roulette (rev.3.0) French, Roulette (rev.3.0) French - Low Limit, Roulette Advanced, Roulette Advanced - High Limit, Roulette Advanced - VIP Limit, Roulette French - High Limit, Roulette French - VIP Limit, Roulette™, Russian Keno, Safari Hunter, Samurai, Shark Fight, Shenron Hunter, Single Deck Blackjack Pro, Single Deck Blackjack Pro High Limit, Single Deck Blackjack Pro Low Limit, Sky Lantern, Space Cat, Space Cowboy, Space XY, Spaceman, Special OPS, Spin 2 Win, Spin 2 Win American, Spin 2 Win Royale, Spin 2 Win Royale American, Spin X, Sport Slot, Summer Cocktail, Super Keno, Super Video Poker, Sweet Alchemy Bingo, Sweet Candy Slot, Sweet Cocktail, Teen Patti Face Off, The Deep Monster, The French Roulette, The Kingdom Of The Elves, Three Headed Dragon, Thunder Land, Triple 7, Tropical Fruitsie, Turkish Roulette, Two-Eight Bar, TxS Holdem Pro, TxS Holdem Pro - High Limit, TxS Holdem Pro - Low Limit, Undersea Battle, Undersea Treasure, VA BANK, Vampires, Viking, VIP Keno, Virtual Burning Roulette, Virtual Classic Roulette, Virtual Roulette, Whale Bingo, Wild Jungle, Wizard of Wild, Won Won Catching, World of Lord Elf King, World Of Lord Witch King, World War, Zeppelin, Zodiac Hunting, Zombie Chicken, Zombie Party, Zombies.

10. The frequency that cashback is awarded depends on the customer's level:

- Copper level - once every 7 days
- Bronze level - once every 6 days
- Silver level - once every 5 days
- Gold level - once every 4 days
- Ruby level - once every 3 days
- Sapphire level - once every 2 days
- Diamond level - every day.
- VIP level - there are no restrictions; a withdrawal can be made if enough is available.

11. Cashback is constantly recalculated; it can be withdrawn if the amount is sufficient for it to be awarded and all the conditions are met, but not more often than the level allows.

12. The cashback amount across all the user's active wallets will be added up and credited to their main account.
13. Customers cannot take part in the loyalty program using multiple accounts. All experience points accumulated in multiple accounts will be removed.

10. RESPONSIBLE GAMBLING

1. Gambling problems are associated with poor mental health and can manifest in depression, anxiety, and suicidal thoughts. They also have an adverse effect on family relationships, work, academic performance, and can lead to bankruptcy or crime.
Gambling should be an enjoyable pastime and not a way to make money.
Unfortunately, in some cases abuse of gambling can lead to problems. We take care of our customers and make every effort to provide a safe and reliable service which our customers can use without any damaging consequences.
2. Our company does not allow underage gambling (for persons under the age of 18).
We do not advertise our products and services to minors or mentally vulnerable people.
We guarantee that our advertising, sponsorship, and marketing activities do not contain any information aimed at attracting underage persons to the Service.
3. If you share your computer with underage persons, you should make sure that they do not have access to usernames, passwords, and banking details.
There is software available for limiting access to gambling, for example NetNanny and Cyber Patrol.
4. Our advertising campaigns and ads do not mislead customers or misrepresent the services that we offer. Customers are informed about their chances of winning and possible risks. Services are provided for payment, excessive spending is not encouraged. To test the level of your gambling addiction, please answer "Yes" or "No" to the questions below:
 1. Is your spending out of control?
 2. Do you typically borrow money or steal to continue gambling?
 3. Have you been spending less time with your family and loved ones lately?
 4. Have opinions of others about your activity on gambling Services started to irritate you?
 5. Have you lost interest in your hobbies or usual leisure activities?
 6. Are you feeling depressed or sometimes even think of suicide because of losing?
 7. Have you ever lied to cover up the amount of time or money that you have spent on gambling?If you answered "Yes" to most of the questions above, then it is likely that you have a gambling problem.
5. It's never too late to admit that you have an addiction and to address it. We value our customers and will certainly never contribute to the problem. Please read the following tips to help you reduce the risk of developing a gambling addiction:
 1. Do not consider gambling as your main source of income.
 2. Put a cap on the amount of money and time you want to spend and do not exceed the limits you set.
 3. Only gamble with money that you can afford to lose.
 4. Avoid the temptation to chase your losses.
 5. Do not gamble if you are under the influence of alcohol or drugs, or are feeling depressed.
6. For customers who want to set limits on their gambling, we offer a voluntary self-exclusion service, which allows you to close your account for one of the following periods: 1 month, 6 months or 1 year. To use this service, you will need to provide photos of documents confirming that you are the owner of the account (the list of required documents can vary at the discretion of the security department). Once your account has been verified successfully, you will be unable to access it for the specified time period. Users can request to end the self-exclusion period before it expires; however, the final decision rests with the Service's management team. The number of requests to end the self-exclusion period is limited to 2 (two) times a month. If you exceed this limit, your request will be rejected. Your next request will only be considered after 30 (thirty) days from the date your request was refused. At the expiry of the self-exclusion

period, you will be able to recommence full use of the Service without any restrictions.

7. During the self-exclusion period you must not attempt to open a new Account and you must accept that the Company shall have no financial liability and shall not be held otherwise accountable if you continue gambling or using a new Account with the Service under a different name or address.

8. **Independent organizations**

Here you will find contact information for organizations that can help people experiencing problems with gambling and their friends and family.

GA Gamblers Anonymous

Phone: (+44) 0207 384 3040

Web: www.gamblersanonymous.org/ga/

Gam-Anon

Phone: (+44) 08700 50 88 80

Web: www.gamanon.org

11. ERRORS OR OMISSIONS

1. In the event of malfunction of computer software or hardware which is used by us, we will use reasonable endeavours to rectify the problem as soon as possible. If such problems cause a game to be interrupted to the extent that it cannot be restarted from exactly the same moment it is interrupted without irreversible loss of data, we will apply the most reasonable and fair policies to this situation (which may include reinstating your Account balance as it appeared before the last bet was logged on the Operator's server immediately prior to the occurrence of the problem).
2. If as a result of an error funds have been credited to your account and you use these funds to place bets or to participate in games, we may cancel such bets and/or withhold any winnings that were received using such funds. If we have paid you winnings received from such bets or games, the Company is entitled to have them returned.
3. When you access the Service via the Internet, you must understand that:
 - you may encounter system problems, defects, errors or malfunctions of the Service. If you experience any technical problems, please contact the Support Service by e-mail;
 - success in promotions that are carried out at speed directly depends on the equipment used and the speed of your Internet connection;
 - rules for any promotion or game are always available for review, please do not forget to read them before using the products of our Service.
4. If you place a bet on a live event, you may not be able to see or otherwise obtain the latest information about the event in the relevant period of time. The Company is not liable to you for any losses that you incur as a result of a delay in the transmission of information relating to any event.
5. You are solely responsible for the speed of your internet connection and the state of the equipment you use to access the internet. The Company does not accept any liability for any losses that you incur (as a result of loss of service, poor internet connection or otherwise) due to the internet service providers or telecommunication service providers which you use to access the Service.

12. FORCE MAJEURE EVENTS

1. The Company will not be liable or responsible for any failure to perform or delay in performance of any of our obligations under the Terms and Conditions that is caused by events outside our reasonable control, including, without limitation, interruption in telecommunication networks, problems with electricity, problems with computers (or other equipment) belonging to third parties, fire, lightning, explosions, floods, extreme weather conditions, strikes and blockages, terrorist acts, acts of government or other competent authorities ("**Force Majeure**").
2. Our performance is deemed to be suspended for the Force Majeure period. We will use our reasonable endeavours to bring the Force Majeure event to a close or to find a solution by which the Company obligations may be performed despite the Force Majeure event.

13. INTERPRETATION

The original text of the Terms and Conditions is written in English and any interpretation of them shall be based on the original English text. If the Terms and Conditions or any documents or notices related to them are translated into any other language, the English version shall prevail.