Cookie Policy 🍪

1. Introduction

The Website is operated by Kaizen Gaming International Limited ("Kaizen"), Casino Austria International Belgium NV ("CAIB"), and MONOVERSE PLATFORMS SMPC ("Monoverse"). Together, as the data controllers, we are committed to protecting and respecting your privacy ("we", "us", "our").

This Cookie Notice ("Notice") explains how we use cookies and similar technologies to recognise you when you visit our Website ("Website"). It explains what these technologies are and why we use them, as well as your rights to control our use of them.

Please take the time to read this Notice carefully. If you have any questions or comments, please contact our dpo-office@betano.be. For more information on contact, please read section 6.

We use cookies to ensure our platform functions properly, enhance your browsing experience, and offer personalized content.

When you visit our Website, essential cookies are automatically placed to support its basic functionality. For other types of cookies (such as those used for analytics or personalization), you have full control and can choose to accept or refuse them at any time.

 Change your Cookie Preferences by clicking on the cookie icon at the bottom left of the page

This Cookie Policy provides you with detailed information about the types of cookies we use, their purpose, and how you can manage your preferences. To learn more about how we handle your personal data, please consult our Privacy Notice.

We encourage you to read this information carefully to make informed choices about your privacy

2. What is a cookie?

Cookies are small data files stored on your computer or mobile device when you visit a website. They help websites work more efficiently and remember your preferences—like language settings—so your experience is smoother when you return.

Some cookies are essential for the website to function, such as those that allow you to log in and manage your account. Others enhance your experience by remembering your choices or providing personalized content and ads.

Other tracking technologies, like pixels and device fingerprinting, may also be used. Below in Section 4, you will find a detailed list of the cookies used on our Website and their purposes.

3. How long do cookies last?

Cookies can remain on your computer or mobile device for different periods of time.

- Some cookies are *'session cookies'*, which means they only exist when your browser is open and are automatically deleted when you close your browser or quit the app.
- Other cookies are *'persistent cookies*', meaning they survive after your browser or app is closed and can be used by Websites or apps to recognize your computer when you re-open your browser or app later. The length of the cookies used on our Website is explained in more detail in the table below.

4. Types of Cookies We Use

Our Website and its partners use five (5) categories of cookies:

Strictly Necessary Cookies: These cookies are strictly necessary to provide you with services available through our Website; they enable core features such as secure login, account management, and compliance with legal and regulatory requirements. As they are required for a normal browsing experience, we inform you about them, and they are automatically stored when you access the Website.

Performance (or analytics) Cookies: These cookies are used to collect data on how visitors interact with our Website. They help us analyze Website traffic and improve its performance by tracking usage patterns and identifying potential issues.

Targeting (or Advertising) Cookies: These cookies are used to deliver relevant advertisements based on your interests and browsing behavior. These cookies help us tailor promotions and marketing messages.

First-party and Third-party Cookies

- **First-party cookies** are set by our website while you browse. These cookies help improve the site's performance and provide you with a better user experience.
- **Third-party cookies** are placed by external parties, such as advertisers or analytics providers. These cookies may be used for online advertising and may collect data subject to the third party's own privacy policies.

Below is a list of cookies used on this Website. Please note that this list may be updated over time. Rest assured, we will seek your consent in regular intervals upon any update of the cookies list.

LIST OF STRICTLY NECESSARY COOKIES

Cookie Subgroup	Cookie Name	Purpose	Lifespan
First Party			
betano.be	OptanonAlertBoxClosed	Prevents the cookie policy from reappearing after users see or dismiss it	1 year
betano.be	OptanonConsent	Stores users' cookie consent preferences, preventing unauthorized cookies from being set	1 year

LIST OF PERFORMANCE COOKIES

Cookie Subgroup	Cookie Name	Purpose	Lifespan
First Party			
betano.be	_ga	Google Universal Analytics uses this cookie to distinguish unique users and track visitor data.	Persistent
betano.be	_ga_xxxxxxxxxx	Used by Google Analytics to identify and track an individual session with your device.	Persistent

LIST OF TARGETING COOKIES

Cookie Subgroup	Cookie Name	Purpose	Lifespan
First Party			
betano.be	DV360	This cookie is used for Display & Video 360 targeting.	Persistent

5. How can I view and manage the cookies saved on my device?

To see which cookies are saved on your device or delete them, you can adjust the settings in your browser. For more details on how to do this, you can refer to the following helpful links.

Firefox	Chrome	Safari	Microsoft Edge
Firefox (mobile)	Chrome (mobile)	Safari (mobile)	Microsoft Edge (mobile)

Whether you are browsing on your computer, mobile phone, or using apps, you have full control over your cookie preferences. Simply manage your choices via the "Change your Cookie Consent" tab.

Please note, most browsers are set to automatically accept cookies, but you can configure your browser to notify you whenever a cookie is used, giving you the option to accept or reject it.

If you are using a different browser, you can refer to this official support website for instructions on how to manage cookies for your specific browser.

6. Updates to this Notice

We may update this Notice from time to time in response to changing legal, technical or business developments. When we update our Notice, we will take appropriate measures to inform you, consistent with the significance of the changes we make.

You can see when this Notice was last updated by checking the "last updated" date displayed at the bottom of this Notice.

7. Contact Us

You can contact us for any questions regarding cookies or personal data protection by email: please contact us through email at dpo-office@betano.be. If you have any questions concerning the processing of your personal data by CAIB, please contact us at dataprotection@viage.be or by Monoverse at monoverse@nanopoulos.com

In accordance with **Regulation (EU) 2016/679** and the **Belgian Act of 30 July 2018**, you have the right to request additional information or file a complaint with the **Belgian Data Protection Authority**. You can reach them at:

Address: Rue de la Presse 35, 1000 Brussels, Belgium **Telephone**: +32 (0)2 274 48 00 **Email**: dpo@apd-gba.be

Last updated: March 2025