



Relax Gaming Group

Client Area Privacy Notice

Classification: External

Latest revision: 19 September 2025

Version 4.0

Introduction

The Relax Gaming Group consists of parent company Relax Holding Ltd with the following subsidiaries: Relax Gaming Ltd, Relax Gaming Network Ltd, Relax Gaming International Ltd, Relax Gaming Gibraltar Ltd, Relax Tech Services Oü, Relax Tech Sweden AB, Relax Tech Finland Oy, Relax Tech Services d.o.o. and Relax Gaming North America LLC (each company hereinafter individually on applicable jurisdiction basis referred to as the “**Relax Gaming Group Company**”).

Relax is committed to respecting your privacy and protecting your personal data (any information that can be used to identify you as an individual person). This Client Area Privacy Notice (“**Notice**”) describes how your personal data is handled and protected in connection with use of the Relax Gaming client area (“**Client Area**”).

Whereas Relax Gaming International Ltd, Relax Gaming Gibraltar Ltd, Relax Tech Services d.o.o. and Relax Gaming North America LLC are not domiciled in the EU, such Relax Gaming Group Companies shall comply with the General Data Protection Regulation (Regulation (EU) 2016/679) (“**GDPR**”) where applicable, and shall comply with other applicable national privacy and data protection laws.

Identity and contact details

Each Relax Gaming Group Company acts as the data controller in their respective jurisdiction and is committed in protecting the rights of individuals pursuant to the GDPR and to the applicable national privacy and data protection laws. The Relax Gaming Group’s contact details for data protection matters are:

Relax Gaming Ltd

Floor 8, The Centre, Tigne Point, Sliema, TPO 0001, Malta

Email: privacy@relax-gaming.com

Attn: Data Protection Officer (“DPO”)

The Relax Gaming Group has assigned a legal counsel and DPO responsible for the supervision of privacy and data protection matters within the Relax Gaming Group. The DPO can be contacted via the email address provided above.

What information do we collect about you?

Relax collects and processes the following categories of personal data:

- First and last name
- Email address (which is your username in the Client Area)
- Company or group through which you have access the Client Area

Why do we process your personal data?

Relax processes the personal data in order to give you access to the Client Area.

What is our legal basis?

Relax’s legal basis for processing your personal data is legitimate interest to provide the client area to existing and prospective customers, in order to showcase the Relax products and services.

Who receives your information?

Relax shall not disclose the personal data to any third parties with the exception to governmental bodies where it is necessary to comply with applicable law.

In each case where Relax must share your personal data with these governmental bodies, Relax ensures that appropriate safeguards in accordance with the applicable data privacy and protection laws are in place.

How long will your information be held?

Your personal data is processed for as long as it is necessary to achieve the purpose for which it was collected – which is to provide you access to the Client Area – and for any period thereafter where required by applicable law.

What are your rights?

You have the right to request access to your personal data, to object to the processing of your personal data, and to rectify, erase, restrict and port your personal data.

Any requests based on the above rights shall be conducted in writing by sending an email to the dedicated privacy email address as provided above.

Security

Relax takes precautions to protect your personal data from loss, misuse, unauthorised access, disclosure, alteration and destruction. Relax has appropriate technical and organizational measures in place to protect the information systems on which your personal information is stored.

International transfers

No personal data is intended to be transferred outside of the European Union. In the event corporate organisational requirements require such transfers, the necessary and appropriate processes and safeguards shall be in place at all times.

How to lodge a complaint

If you are unhappy with the way in which your personal data is being processed, you are encouraged to reach out to the Relax Gaming Group at privacy@relax-gaming.com. Should you remain dissatisfied with the outcome, or by the measures applied for remedying the situation undertaken by the Relax Gaming Group, you are able to file a complaint with the applicable [data protection authority](#).

Should you have any further questions or queries in relation to this Client Area Privacy Notice, please contact the DPO at privacy@relax-gaming.com.