Privacy, personal data and cookies

Publisher data practices, operator privacy rules and cookies

Data processing and composition of services

The editorial team of flagmancasinoofficiali.com is responsible for editorial letters and project settings. The site is adopted as a reference public resource. In the basic configuration there is no reader account, no payment processing, no comments, no newsletter, no AI assistant, and no analytics or advertising services. A session identifier and storing the language in cookies are not used: the language is determined by the selected URL. Technical processing of public requests and correspondence via direct email have different purposes and retention periods.

Category	Purpose and composition	Recipient	Period and start of count
Editorial correspondence	Response and correction: reply email, subject, text, voluntarily attached materials	Editorial team and technical mail processor	90 calendar days after the request is closed
Personal data request	Identification of the request via the same email address, clarification of scope and response to the requester	Editorial team and technical mail processor	90 calendar days after the request is closed
Technical log	Operability: request time, path without parameters, response code, error type; technical source address for diagnostics	Administrator and technical hosting processor	14 calendar days from the moment of recording
Working email copies	Delivery, response, closure confirmation; the same correspondence details	Editorial team and technical mail processor	90 calendar days after the request is closed
Backup copy of working records	Recovery in case of failure; administrator access	Editorial administrator and technical storage processor	Rotation within 30 calendar days from the date the copy is created

The region for hosting technical data defined in the adopted configuration is the EEA. The identity of the storage location relates to the contractual details of the specific hosting. Working deletion removes correspondence at the end of the period or upon a justified request. Data in the backup is removed during rotation; after restoration, the register of closed deletions is applied again. The reader may request access, correction, deletion and restriction of processing by email at support-info@flagmancasinoofficiali.com. When the record is required for consideration of an active claim or performance of an obligation, its use is restricted until that basis is closed. Technical recipients receive information solely for email delivery, storage of the working record or operation of the site. Analytics, advertising, newsletter and AI providers in the basic configuration do not receive reader information.

Privacy policy, personal data processing and cookies

Source - the operator's published text, export dated 20 November 2026. Original language - English.

The personal data of users of this Website is controlled and processed by the company GALAKTIKA N.V. (hereinafter referred to as the “Company” or “we”), the address: Scharlooweg 39, Willemstad, Curaçao. The Company and the user are hereinafter jointly referred to as the “Parties” and individually as the “Party”.

We comply with the principles established by applicable legal requirements, ensuring that personal data:

- is processed lawfully, fairly, and transparently;
- is collected for specified, explicit and legitimate purposes and is not processed further in a manner that is incompatible with those purposes (“Purpose Limitation”);

- is adequate, relevant, and limited to what is necessary in relation to the purposes for which it is processed (“Data Minimisation”);
- is accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data which is inaccurate, taking into account the purposes for which it is processed, is erased or corrected without delay (“Accuracy”);
- is stored in a form that permits identification of data subjects for no longer than is necessary for the purposes for which the personal data is processed (“Storage Limitation”);
- is processed in a manner that ensures appropriate security of personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures (“Integrity and Confidentiality”).

Personal data collected and processed by the Company in respect of users includes: name, surname, patronymic, address of residence and contact details, valid email address, relevant payment information, and login (username). The Company has the right to request a scanned copy of your passport in order to establish your identity. All data provided by you must be correct and valid. You are solely responsible for the accuracy, completeness and correctness of the data which you provide.

We use your personal data to verify your identity when registering on our Website, to identify you in order to ensure accurate processing of payments from the user to the Company and from the Company to the user. We use your payment details (such as the name of the cardholder, the credit card number and the card expiration date) for the purpose of providing you with services on our Website. We also use your personal data for the following main purposes:

- to provide you with our services;
- to maintain your account and records;
- to communicate with you as part of our services;
- to provide answers to your questions and comments;
- to monitor the Website metrics and the quality of our services;
- to explore the audience interest in our services;
- to improve the quality of our services and our Website;
- to notify you about our special offers and services that may be of interest to you;
- to measure your user experience on our Website;
- to transfer your winnings (if there are appropriate grounds for such an action);
- to receive your feedback, including by conducting surveys;
- to resolve disputes;
- to charge fees (if there are appropriate grounds);
- to eliminate problems and errors on our Website;
- to prevent potentially prohibited or illegal activities;
- to ensure compliance with the Terms and Conditions published on this Website.

Your personal data may be disclosed (transferred) by the Company to any of our affiliated companies or any business partners (regardless of their territorial location) for the purposes described above in this Policy. We guarantee that such companies are aware that personal data must be processed in a lawful, fair and transparent manner in compliance with applicable legal requirements, and respect the provisions of this Regulatory Act. We and the above-mentioned companies may from time to time involve third parties for the processing of your personal data for the purposes indicated above, provided that such processing will be

governed by contractual arrangements in the form prescribed by applicable legislation. Your personal data may also be disclosed to the appropriate governmental, regulatory or executive body in case it is prescribed or permitted by applicable legislation.

Rights and Obligations of the Parties

1. The User's Rights:

- to set the data processing restriction if one of the following conditions is met:
- the accuracy of personal data is being disputed by you during the period that allows the Company to verify the accuracy of your personal data;
- the processing is unlawful, and you oppose the erasure of your personal data and require the restriction of their use instead;
- the Company no longer needs your personal data for processing purposes, but it is required by you to establish, implement or protect your legal requirements;
- you objected to the processing of your personal data before checking the legal grounds for processing such data by the Company;
- to request and receive personal data about you (that you provided to the Company) in a structured, commonly used and machine-readable format (by submitting the corresponding request) and to transfer this data to another controller without any interference by the Company;
- to be informed whether the Company stores information about you;
- to request information about the exact purpose(s) of processing your personal data and information about the categories of your personal data being processed by the Company;
- to request access to your personal data stored by the Company;
- to request information about the estimated period during which your personal data will be stored by the Company, and, if it is not possible, the criteria according to which the period of storage of such data is determined;
- to submit a complaint to the competent data protection supervisory authority if you believe that the Company has violated the applicable legislation on the protection of personal data.

2. The User's Obligations:

- to provide your accurate and true personal data in full volume, in accordance with the Terms and Conditions published on this Website;
- to promptly provide the Company with your updated personal data, if any of your personal data has changed;
- to promptly report to the Company any unauthorised access to your personal data by a third party if you become aware of such a fact;
- to notify the Company about disagreements with any purpose of data processing or if you wish the Company to terminate the processing of your personal data, by sending a corresponding message. The user is fully aware that sending a notice of disagreement with any of the purposes of personal data processing and/or intention to stop their personal data processing carried out by the Company is a legitimate reason for the termination of any relationships between the Parties within the Terms and Conditions published on this Website. You are solely responsible for the veracity, accuracy and timeliness of your personal data being provided to the Company.

3. The Company's Rights:

- to terminate any or all contractual relationships (stipulated by the Terms and Conditions published on the Company's Website) with you in case you do not give your consent to the Company for processing of your personal data for the purposes specified in this section;
- to amend data protection rules unilaterally without any prior approval for such amendments from you.

4. The Company's Obligations:

- to report any correction or erasure of personal data, or restriction of the processing of the user's personal data to every third party to whom the user's personal data has been disclosed by the Company for any of the data processing purposes established by this Policy, unless this proves impossible or involves a disproportionate effort;
- to inform you about the recipients of your personal data (third parties), if you submit a relevant request;
- to provide you with your personal data (stored by the Company) in a structured, commonly used and machine-readable format if you submit a relevant request;
- to notify the supervisory authority about a user's personal data breach within 72 hours of becoming aware of such a fact. Where the notification to the supervisory authority is not made within 72 hours, it shall be accompanied by reasons for the delay;
- to notify the user immediately about the fact of his/her personal data breach if such a breach is likely to result in a high risk to the rights and freedoms of the user.

The Parties also have all the rights and obligations provided by applicable legal requirements. The time period of storing your personal data by the Company extends for the entire period of the duration of relationships between the Parties provided by the Terms and Conditions published on the Company's Website as well as for the next three years after the termination of the Parties' relationships (to resolve potential disputes), unless there are grounds for its deletion. By exception for blocked accounts, personally identifiable information is deleted upon blocking. Only anonymised technical identifiers necessary to prevent duplicate registrations and legally required AML/accounting records are retained for the applicable statutory retention period (normally at least five years). Access to such records is restricted and provided only upon legal compulsion.

The Company is obliged to comply with applicable legislation governing the processing and protection of personal data.

We use the latest technology in order to ensure the safe storage of all personal data of the Website users. We use 128-bit SSL encryption (Secure Sockets Layer), a technology preferred by many legal and financial organisations. The 128-bit SSL helps protect all transactions made via the Website.

FLAGMAN Casino reserves the right to use the personal data of users for marketing communications, including by phone, SMS, email, and Telegram. Users who do not want to receive promotional materials can opt out during registration or revoke their consent at any time by emailing help-flagman@support.win. However, opting out may result in some bonus options becoming unavailable.

We respond to requests regarding our processing of your personal data, submitted in accordance with applicable law, in clear and plain language. We may restrict or refuse a request where it is manifestly unfounded or excessive, where disclosure would adversely affect the rights and freedoms of others or reveal trade secrets, or where disclosure is restricted by law, including anti-money laundering laws prohibiting "tipping-off". In such cases, we provide a high-level confirmation that the request has been reviewed, without disclosing protected records.

Where an account has been blocked or permanently closed, we confirm that any personal data has been deleted or anonymised in accordance with our Data Deletion and Anonymisation Policy, which has been approved by the Data Protection Officer (DPO). This means that we will not provide transaction extracts to the extent that they are covered by the above restrictions. Requests should be sent to dpo@support.win.

When the Company decides to block or permanently close a user's account, it immediately restricts access and initiates a personal data deletion or anonymisation process.

What we delete:

- All personal data that is not required for compliance with legal or regulatory obligations, including name, contact details, identity verification materials, payment method details, marketing preferences and non-essential communications, and non-essential analytics logs.

What we retain in anonymised form:

- Technical identifiers that are strictly necessary to prevent duplicate or fraudulent registrations (e.g. hashed email, hashed phone number, hashed identity document number, hashed IP address and device identifiers). These values are stored in irreversible, salted cryptographic hash form, ensuring that the user cannot be directly identified. The anonymisation process ensures that no individual can be re-identified.

What we retain for legal reasons:

- Transaction and gaming records, payout information, and regulatory or chargeback documentation that must be retained under AML/CFT legislation, accounting standards, or licensing requirements. Such records are stored separately, encrypted, and access-restricted, and are used only in accordance with applicable legal requirements. They are deleted or permanently anonymised once the applicable retention period has expired, which is five (5) years after account closure or the end of the business relationship, unless a longer period is required by applicable legislation or competent authorities.

Retention review and data lifecycle management:

- All retained data is periodically reviewed to determine whether continued storage is necessary. Where this is not the case, such data is permanently anonymised or securely deleted in accordance with applicable legislation and the Company's Data Deletion and Anonymisation Policy.

Separate and restricted storage of residual data:

- Residual technical identifiers and data retained for AML/CFT or accounting obligations are stored in systems that are segregated from operational systems and subject to restricted access. Access is granted strictly on a need-to-know basis for compliance purposes.

Irreversibility of anonymisation:

- The anonymisation process is irreversible. Once performed, no individual or entity is able to restore or re-link anonymised data to a specific user account, whether technically or legally.

Notification policy:

- The Company does not send automatic notifications regarding the deletion or anonymisation of personal data following account blocking. Upon the user's verified request, the Company will confirm whether the user's personal data has been deleted or anonymised and will respond without undue delay and within one month. Requests should be submitted to dpo@support.win.

Cookie Policy

When you visit the Website, our system automatically collects information about your visit, such as your browser, IP address, and the referring Website. This collection may be done in conjunction with our platform providers and partners. We may receive from them general demographic or usage data of our Website visitors. We do not use automatically collected information to identify you personally without receiving additional consent.

To collect the information in question, we use cookies and similar tracking tools. Cookies are small text files that are stored on your computer or equipment when you visit our Web pages. Some of the cookies are

essential for the Website to operate; others improve your Website experience and help us deliver a better service. Below are the types of cookies we use and their purposes.

Required cookies: enable the navigation and basic functionality of the websites, e.g., access to member areas of the Website.

Functional cookies: allow us to analyse your Website usage and your selections on the Website (e.g., your session key, language, or region), so we can save these settings and offer you a more personalised experience.

Advertising cookies: allow us to gauge how effective our content marketing is. These cookies are provided by our partners to track Website visits and new user registrations from advertising. We do not share your personal information (such as name or email) to affiliated partners except for site visit data collected directly by such Advertising cookies. However, your site visit data may be linked with other personal information collected through other sources by the providers. The latter external data processing is governed by the privacy notices and policies of these third-party providers.

In addition to the above, we use a number of third-party service providers who also set cookies on this Website, in order to deliver the services that they are providing to us. Such services include, but are not limited to, helping us to improve your experience by tracking your activity on the Website, measuring the effectiveness of the Website and the effectiveness of our marketing campaigns.

Most online browsers automatically accept cookies. If you prefer, it is possible to block some or all cookies, or to delete cookies that have already been set by modifying your browser settings. However, we recommend that you do not block or delete your cookies as this may restrict your use of our Website.

When you play casino slots developed by NetEnt, NetEnt's Privacy Policy also applies.

If you wish to view, change, or delete your personal data, or receive information on how it is used and protected, you can submit a relevant request to the email dpo@support.win. To maintain confidentiality, you also need to verify your identity when submitting your request. For this purpose, you need to attach a copy of your passport to the request. We reserve the right to charge reasonable fees for duplicate requests, requests for additional copies of the same data and/or requests which are considered obviously unreasonable or excessive. We can also refuse to process requests that we consider to be obviously unreasonable or excessive.

Publisher privacy - Main parameters

Parameter	Value
Data controller	The editorial team of flagmancasinoofficiali.com is responsible for its own correspondence and technical settings; the applicant is received by the designated editorial contact.
Data and purposes	Return email, subject, text and attachments selected by the sender - for responding and correcting. Technical records of the path, response code, time, error type and source address - for operating the resource and diagnostics.
Cookies and analytics	The basic configuration does without cookies, analytics services and advertising pixels. The language is selected via a separate URL.
Retention periods	Correspondence and its working copies - 90 calendar days from closure, log - 14 calendar days from the moment of recording, backups - a cycle of up to 30 calendar days from creation.
User rights	Access, rectification, erasure and restriction of processing upon request. Records relating to an active complaint may remain with restricted processing until its closure.
Data contact	support-info@flagmancasinoofficiali.com, subject “Personal data”. A return email and a description of the request are sufficient.

Publisher privacy - Additional parameters

Parameter	Value
Data transfer	The editorial team, the mail processor and the technical hosting/storage processors receive only the information necessary for delivery, site operation or recovery. The project processing region is the EEA.
Technical records	Technical record: time, path without parameters, response code, error type and source address for diagnostics. 14 calendar days from recording; access by the administrator and the technical hosting processor.
Correspondence data	Return email, subject, text and attachments are used by the editorial team and the mail processor for responding. Storage for 90 calendar days from the day of closure.

See also

Editorial contact and corrections - Contacts, corrections and terms of use

Terms of use and operator rules - FLAGMAN Casino General Terms