

Privacy policy

Qzino.com is owned and operated by CG Universe, a limited liability company registered in Costa Rica with company registration number 3-102-919306, with registered address at San Jose, Montes de Oca San Pedro Los Yoses, eighth and tenth avenue, thirty-nine street, LY Center (hereinafter referred "**Company**"). Qzino.com is licensed and regulated by the Government of the Autonomous Island of Anjouan, Union of Comoros and operates under License No. ALSI-202503015-F11.

This Privacy Policy sets out how the Company collects, uses, discloses, and safeguards your personal information when you access or use our online services. By using the Service, you acknowledge and agree to the practices described herein.

The Company reserves the absolute right to modify, revise, or update this Privacy Policy at any time, at its sole discretion and without prior notice. Any amendments will take effect immediately upon publication on this page, and your continued use of the Service following such changes constitutes your acceptance of the updated terms. To ensure that you remain informed, we encourage you to periodically review this Policy.

This Privacy Policy applies exclusively to the Company's online operations and governs the processing of personal data shared, transmitted, or collected through qzino.com (the "**Website**"). It does not extend to data collected offline or through any third-party platforms, applications, or communication channels not directly managed by the Company.

Consent

By accessing or using our Website and Services, you expressly acknowledge that you have read, understood, and agreed to this Privacy Policy and consent to the collection, use, storage, and disclosure of your personal information as outlined herein.

In certain circumstances, we may request your explicit consent to process your data for specific purposes - such as receiving marketing communications, participating in promotional offers, or verifying your identity. You retain the right to withdraw your consent at any time, without affecting the legality of processing carried out prior to such withdrawal.

If you choose to withdraw your consent, restrict data processing, or request deletion of your personal information, this may limit or prevent your access to certain features or functions of the Service.

Your continued use of the Website constitutes ongoing consent to this Privacy Policy and any subsequent updates.

What user data we collect

When you visit our Website or use our Services, we may collect and process technical and financial information about you, as well as data on how you use the platform. This may include, but is not limited to:

- **Technical Information:** IP address, device type, browser type, operating system, locale, session identifiers, pages visited, and other information about your interactions with the Website.
- **Account and Financial Information:** Account balance, bonus funds, real money funds, transaction dates and values, transaction identifiers, total deposit and withdrawal amounts and counts, pending and error transactions, deposit/withdrawal ratios, total income, and related financial statistics.

- **Gaming Activity Data:** Games played, game IDs, player ID, number of bets, casino stakes, game session details (including session ID, game name, provider, rolls, session start and finish times, vendor round IDs, total bets, real money bets, bonus bets, total and bonus wins, balances after each session).
- **Affiliate and Marketing Data:** Affiliate associations, traffic sources, statistics on views and clicks of promotional materials.
- **Interaction Data:** Chat data when communicating with us, including IP address, domain, browser and operating system type, your first and last name (if provided), email, title, username, chat history, and contact details.
- **Transaction Identification Data:** Operation ID, transaction ID, start and end dates, order and transaction numbers, payment methods, status, processing systems, and any technical parameters of your device or software used to access the Website.
- Other information provided by customers.

This information helps us maintain the security and integrity of our platform, improve functionality, process transactions accurately, prevent fraud, and provide you with a personalized experience. All data is collected and processed in accordance with applicable data protection laws.

Purpose of Data Collection

We collect your personal information lawfully and fairly, without being intrusive, to operate our business as a licensed online wagering platform. Your data may be used for the following purposes:

- To verify your identity through Know Your Customer (KYC) procedures.
- To manage your subscription to Qzino's marketing communications, if you choose to opt in.
- To process your application to become a Customer of Qzino or any associated subdomains.
- To provide, maintain, and improve the services we offer to you as a Customer.
- To identify and authenticate you as a Customer for security purposes and to comply with legal obligations.
- To manage and maintain your Customer account.
- To enhance your experience on the website or device, and to tailor services, products, or information to your needs, including conducting market research and promotions.
- To generate aggregated, anonymized data about Customers for statistical analysis, demographic profiling, business reporting, and to detect multi-accounting.
- To respond to your inquiries, comments, or requests.
- To comply with contractual, legal, and regulatory obligations.
- To take appropriate action if we suspect unlawful activity or misconduct related to our Services.
- To establish, exercise, or defend any legal claims.

This ensures that your data is used responsibly to protect both your interests and the integrity of our platform.

Unless required by law, your personal data will not be shared with third parties. However, as Qzino may rely on business partners, suppliers, or service providers to support certain aspects of the Website's functionality or operations, your personal data may be disclosed to them solely for the purpose of providing the Services. Employees of Qzino may also access your personal data as necessary to perform their duties and to offer you the best possible support and service. By using the Website, you consent to such disclosures.

Qzino may use your information for marketing purposes. We respect your privacy, and you have the right to opt out of receiving promotional materials at any time, either during registration or by unsubscribing later.

Log Files

Qzino uses standard log files to record information about visitors when they access the Website. The data collected may include your Internet Protocol (IP) address, browser type, Internet Service Provider (ISP), date and time stamps, referring and exit pages, and possibly the number of clicks. This information is not linked to any personally identifiable data. The purpose of collecting log file data is to analyze trends, manage and administer the Website, track users' activity on the site, and gather demographic information to improve our services.

Our Use of Cookies

Qzino may place cookies on your computer or device to improve your experience on our Website. A cookie is a small text file created by a web server and stored on your device. The cookie contains information that can be read by the server each time you visit our Website.

By using our Website, you consent to the placement and use of cookies on your device. If you prefer not to allow cookies, you can disable or delete them through your browser settings. Detailed information on cookies and how to manage them can be found at aboutcookies.org or allaboutcookies.org. Please note that disabling or deleting cookies may limit the functionality of the Website and prevent you from accessing certain features.

Cookies may be **persistent** or **session-based**. Persistent cookies remain on your device until they expire or are manually deleted, while session cookies are temporary and are deleted when you close your browser.

Types of Cookies We Use

Qzino uses different types of cookies to improve your experience on our Website. These include:

- **Necessary cookies:** These are essential for the Website to function properly. They enable basic features like page navigation and access to secure areas. Without these cookies, the Website cannot work correctly.
- **Preferences cookies:** These cookies remember your settings and preferences, such as your region or language, so the Website behaves and appears according to your choices.
- **Statistics cookies:** These cookies collect anonymous data about how visitors interact with the Website. This helps us understand user behavior and improve the Website.
- **Security cookies:** These are used to protect your account and the Website from unauthorized or fraudulent activity, including securing login information and overall site safety.
- **Authentication and status cookies:** These cookies help identify you when you visit and navigate the Website. They also help determine if you are logged in and maintain your session.
- **Marketing cookies:** These cookies track your activity across websites to display ads that are relevant and engaging for you, helping us provide more valuable promotions and content.

First-Party and Third-Party Cookies

Qzino uses both **first-party** and **third-party cookies**.

- **First-party cookies** are placed directly by Qzino and are used solely by us. We use these cookies to improve your experience on the Website and to provide and enhance our products and services.
- **Third-party cookies** are placed by websites, services, or parties other than Qzino. These cookies may appear on your device when you use our Website, often through analytics services that help us understand how visitors use the Website.

We use website analytics services, such as Google Analytics, to collect and analyze usage statistics. Google Analytics uses cookies to track user interactions with the Website. The information generated, including your IP address, is transmitted to and stored by Google on servers in the United States. Google uses this information to evaluate Website usage, compile reports for us, and provide other services related to Website and Internet usage. Google may also share this information with third parties when required by law or when these third parties process the data on Google's behalf.

You can opt out of being tracked by Google Analytics in the future by installing the **Google Analytics Opt-out Browser Add-on** for your browser, available here: tools.google.com/dlpage/gaoptout.

Safeguarding and Securing Your Data

Qzino is fully committed to protecting your personal data and maintaining its confidentiality. We take all reasonable measures to prevent unauthorized access, data breaches, or disclosure. To achieve this, Qzino implements up-to-date technologies, software, and security protocols to safeguard all information collected through our Website and Services.

Third-Party Privacy Policies

This Privacy Policy applies only to Qzino. We are not responsible for the privacy practices or content of third-party advertisers, websites, or services that you may access through our Website. We recommend reviewing the privacy policies of these third parties to understand how they handle your data and to learn how to manage your privacy settings or opt out of certain data collection practices. You can also manage or disable cookies using your web browser settings. For detailed guidance, please refer to the official support pages of your browser.

Data Transfers

Qzino operates servers across multiple countries, and your personal information may be processed on servers located outside the country in which you reside. Data protection laws differ between countries, and some may offer higher levels of protection than others. Regardless of where your data is processed, Qzino applies the protections and safeguards described in this Privacy Policy.

When transferring data from regions such as the European Economic Area (EEA) to other countries, including the United States, we comply with applicable legal frameworks to ensure that an equivalent level of data protection is maintained, consistent with EU data protection laws.

If you submit a formal written complaint regarding the transfer of your personal data, Qzino will respond directly to you and work with relevant regulatory authorities, including local data protection agencies, to address and resolve any issues that cannot be resolved directly with you.

Retaining and Deleting Personal Data

Qzino's policies and procedures are designed to ensure compliance with legal obligations regarding the retention and deletion of personal data. Personal data collected and processed by Qzino will not be retained for longer than necessary for the purposes for which it was collected.

However, notwithstanding the general retention period, Qzino may retain personal data when such retention is required to comply with a legal obligation, or when it is necessary to protect your vital interests or the vital interests of another individual.

Your Rights

If you are a resident of the European Union, you have the right to access the personal data that Qzino holds about you and to request that your data be corrected, updated, or deleted.

Specifically, you have the following rights:

- **Withdraw your consent:** You may withdraw any consent you have previously given for the processing of your personal data at any time.
- **Object to processing:** You may object to the processing of your personal data if such processing is based on a legal basis other than your consent.
- **Access your data:** You have the right to find out whether your personal data is being processed, to obtain information about certain aspects of the processing, and to receive a copy of the data undergoing processing.
- **Verify and correct data:** You may verify the accuracy of your data and request updates or corrections where necessary.
- **Restrict processing:** Under certain circumstances, you may request that processing of your data be restricted. In this case, Qzino will only store your data and will not process it further.
- **Request deletion:** Under certain circumstances, you may request that your personal data be erased or removed from Qzino's systems.
- **Right to data portability:** You have the right to request that Qzino transfers the personal data we have collected about you to another organization, or directly to you, where technically feasible and under applicable conditions.
- **Lodge a complaint:** You have the right to submit a complaint to your local data protection authority if you believe your rights under applicable data protection laws have been violated.
- **European residents:** If you reside in the European Union, Qzino processes your personal data to fulfill any contracts with you or to pursue legitimate business interests as described in this Privacy Policy.

To exercise any of these rights, please contact us at support@qzino.com.

Restricting the Collection of Your Personal Data

You may choose to limit the collection and use of your personal data. For example, when completing forms on the Website, ensure that any optional fields are left unchecked if you do not wish to provide certain information.

Qzino will not lease, sell, or share your personal information with third parties without your explicit consent, except where required by law. Your personal data may be used to send you promotional materials only if you have agreed to receive such communications as part of this Privacy Policy.

Changes to Our Privacy Policy

Qzino may update this Privacy Policy from time to time, for instance, to comply with legal or regulatory changes without prior notice to the customers. Any changes will be immediately posted on our Website, and by continuing to use the Website after such updates, you are deemed to have accepted the revised Privacy Policy.

We recommend that you review this page regularly to stay informed of any updates. If you do not agree with any changes, you should contact our Customer Support for clarification or consider closing your Account.