Betify: privacy, account and operator record

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Privacy agreement and collection

The recorded privacy policy treats registration as acceptance and continued use after a posted change as acceptance of that revision. The company says it will try to notify players of changes and asks them to check the policy regularly. It acts as a data controller for participation and optional services.

Data group	Included information
Registration and later submissions	Name, date of birth, email, phone and other details sent through the site or email.
Messages	Website, email, chat and other communications.
Transactions	The entire account transaction history through the website or other channels.
Connections	Login data, traffic, GeoIP, browser/device, network and activity logs.
Verification	Documents reasonably requested for account, deposit, withdrawal and fraud checks: passports, payment slips and bank statements are examples.
Research	Survey participation and other customer evaluations.

Processing purposes

The nine stated purposes are processing bets and payment transactions; delivering requested gaming and other services; support and account administration; identification and verification; expressly consented promotional material from the operator and partners; legal and AML/counter-terrorist-financing duties; monitoring suspicious transactions, fraud and deliberate delays; optional market/customer surveys; and research or statistics using aggregated data.

Marketing and collection channels

Email and phone data may be used for operator, partner and software-provider marketing. Unsubscribe through support@betify.com. Accepting a contest prize permits promotional use of a name or nickname without additional compensation except where law forbids it. The policy says data is not collected without the user’s knowledge, but interaction can generate automatic collection. Fraud-prevention vendors, online service providers and transaction/game-content technical partners may lawfully supply or process information.

Third-party disclosure

The company says it does not sell or rent personal data. It permits disclosure for law, court orders or warrants; supervisory or law-enforcement needs and legitimate interests; payment processing; licensing/regulatory duties; fraud investigations or government requests; marketing suppliers; and prior consent. The payment passage specifically names Wirecard Bank AG for most credit-card transactions and its privacy policy.

Service providers cover hosting, administration, marketing, analytics, modernisation and newsletters, with contractual data-protection obligations. Social functions such as Facebook share/like buttons use the platform's own policy. A merger or acquisition may transfer customer information; the policy promises email notice before such a transfer. External linked websites follow their own privacy practices.

Retention, security and cookies

Either side may close the account. The recorded policy requires retention throughout the account relationship and for at least five years after the last transaction or closure under the cited EU-jurisdiction AML rules. Early erasure requests are therefore refused. Retained records may be used for competent-authority financial, tax, fraud, AML or other criminal investigations. The repeated retention passages express the same minimum; they do not create two additive five-year terms. The company commits to reasonable security precautions and applicable data-protection standards.

Automatic visit data includes browser, IP and referring site; platform partners may add demographics and interests. Necessary cookies enable basic functions and account access. Functional cookies record session, language, region and interactions for optimisation. Advertising cookies measure campaigns and may connect with third-party information. The policy says affiliate partners do not receive name/email except information collected through advertising cookies. Other providers may track navigation, activity, site performance and advertising. Browsers may block or delete cookies, which can reduce functionality; the policy says personally identifying use requires prior consent.

Netgame restriction list

The Netgame slot passage excludes residents of USA, Netherlands, France, United Kingdom, Australia, Spain, Dutch West Indies, Aruba, Bonaire, Saba, Statia, Dutch St Martin and Curacao. This is a provider-specific list, not a substitute for Betify's complete registration restrictions.

Account and mobile interface

The registration state includes email, username, country (France displayed), currency, promo code, an email-promotions choice and confirmation of being over 18 and accepting terms/privacy. Login supports a password, forgotten-password control and alternative sign-in. The site describes responsive layouts for different screen sizes. FAQ prompts ask about bonus withdrawal and mobile play; the loyalty answer says play earns Bytes for VIP progress or shop rewards. Live support is offered throughout the day.

Recorded operator statement

Betify identifies its owner/operator as 3-102-947207 SRL, Costa Rica registration 3-102-947207. Address: provincia 01 San José, cantón 01 San José, distrito Carmen, barrio Escalante, avenida Siete, calle Veintinueve, edificio Dos Mil Novecientos Diez, Centro Corporativo AG, Costa Rica. It states B2C authorisation under the Autonomous Island of Anjouan's Betting and Gaming Act 2005, regulated by the Anjouan Gaming Board, licence ALSI-202602010-FI1 issued 16.02.2026. Contact: support@betify.com. This reproduces the recorded operator identity, without replacing the separate country-access terms.