

# Guide to Ensuring Website Compliance for Anjouan Gaming

## Issued by Anjouan Licensing Services Inc.

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### Introduction

To maintain the integrity and reputation of the gaming industry in Anjouan, it is essential for licensed operators to ensure their websites comply with regulatory standards. This guide outlines the key requirements and best practices for achieving and maintaining compliance for websites offering gaming services under an **Anjouan Internet Gaming License**.

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## 1. Legal and Licensing Requirements

### 1. Display of Licensing Information

- Prominently display your Anjouan Internet Gaming License number and site seal – validator, site wide in your footer.
- Prominently display site ownership including full legal company name, reg#, legal address, etc, site wide in the footer.
- Prominently display links to all policies as well as contacts site, wide in the footer.
- Include a link to Anjouan Gaming’s regulatory website (if applicable).

### 2. Terms and Conditions

- Provide detailed and accessible **Terms and Conditions** (T&Cs) covering:
  - Eligibility requirements (e.g., minimum age, jurisdictional restrictions).
  - Rules for gaming participation.
  - Policies on deposits, withdrawals, and account management.
- Ensure T&Cs are written in clear and understandable language.

### 3. Jurisdictional Restrictions

- Include a list of prohibited jurisdictions where online gaming is not permitted.
  - Use geolocation technology to restrict access from these regions.
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## 2. Player Protection

### 1. Age Verification

- Implement robust age verification mechanisms to ensure players meet the minimum legal age of 18 (or higher if required in specific jurisdictions).
- Require proof of identification (e.g., government-issued ID) during registration.

### 2. Responsible Gaming Features

- Provide tools to promote responsible gaming, including:
  - Self-exclusion options.
  - Deposit, loss, and time limits.
  - Reality checks (e.g., session duration notifications).
- Display links to responsible gaming organizations and helplines prominently.

### 3. Privacy Policy

- Publish a clear privacy policy detailing:
    - How player data is collected, stored, and used.
    - Compliance with data protection regulations such as GDPR (if applicable).
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### **3. Website Security**

#### **1. Secure Data Transmission**

- Use Secure Socket Layer (SSL) encryption (e.g., HTTPS) to protect player data during transmission.
- Employ firewalls, intrusion detection systems, and anti-malware software to secure your website against cyber threats.

#### **2. Account Security**

- Require strong passwords for player accounts.
- Offer two-factor authentication (2FA) for additional security.
- Notify players of account access from new devices or IP addresses.

#### **3. Data Protection**

- Store sensitive player information (e.g., personal and financial data) in encrypted databases.
  - Regularly test your system for vulnerabilities and maintain compliance with global data protection standards.
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### **4. Game Integrity and Fairness**

#### **1. Certified Games**

- Ensure all games offered on the website are tested and certified by independent third-party testing agencies recognized by Anjouan Licensing Services Inc. (e.g., iTech Labs, BMM, GLI).
- Display certification badges prominently on the website.

#### **2. Random Number Generator (RNG)**

- Use certified RNG technology for fair gameplay.
- Publish information on game RTP (Return to Player) percentages for transparency.

#### **3. Anti-Fraud Measures**

- Implement systems to detect and prevent collusion, bot usage, or other unfair practices.
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### **5. Transaction Compliance**

#### **1. Payment Processing**

- Work only with reputable payment providers compliant with AML/CFT standards.
- Offer multiple secure payment options, including credit cards, e-wallets, and cryptocurrency (if allowed).

#### **2. AML/CFT Compliance**

- Verify the identity of players for transactions above \$10,000 USD or equivalent, or cumulative amounts over a set period.

- Monitor transactions for suspicious activity and report to the Financial Intelligence Unit (FIU) as required.

### **3. Withdrawal Policy**

- Provide clear withdrawal instructions and timelines in the T&Cs.
  - Ensure payouts are processed promptly, subject to verification requirements.
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## **6. User Experience and Accessibility**

### **1. User-Friendly Design**

- Design a website that is easy to navigate, with clearly labeled sections for games, support, and account management.

### **2. Language Support**

- Offer content in multiple languages to cater to your target audience.
- Ensure translations are accurate and reflect the T&Cs and responsible gaming guidelines.

### **3. Accessibility Features**

- Make your website accessible to players with disabilities by following standards such as the Web Content Accessibility Guidelines (WCAG).
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## **7. Advertising and Marketing Compliance**

### **1. Responsible Marketing**

- Avoid advertising that:
  - Targets minors or vulnerable individuals.
  - Promotes gambling as a way to solve financial problems or guarantees winnings.

### **2. Clear Promotions**

- Clearly state the terms and conditions of bonuses and promotions.
- Include wagering requirements and expiry dates in promotional materials.

### **3. Affiliate Oversight**

- Monitor affiliate marketing partners to ensure compliance with your marketing policies and Anjouan Gaming regulations.
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## **8. Dispute Resolution**

### **1. Complaint Procedures**

- Provide a clear and accessible process for players to file complaints.
- Include a link to Anjouan Gaming's dispute resolution guidelines for escalated issues.
- Participate in mandatory ADR

### **2. Response Timelines**

- Acknowledge player complaints within 1 working day and provide resolutions within a reasonable timeframe (e.g., 14 days).
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## **9. Technical Requirements**

### **1. Website Uptime**

- Ensure a minimum of 99.9% uptime to provide reliable access to players.

- Have contingency plans for outages, including backup systems.
  - 2. **Server Location**
    - Host your website on secure servers approved by Anjouan Gaming or located in reputable jurisdictions.
  - 3. **Regular Updates**
    - Keep the website software, plugins, and security measures updated to the latest versions.
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## **10. Audit and Reporting**

1. **Compliance Audits**
    - Undergo regular compliance audits by Anjouan Licensing Services Inc. via approved independent third-party auditors.
  2. **Player Reporting**
    - Provide periodic reports on player activity, responsible gaming measures, and financial performance as required by Anjouan Licensing Services Inc.
  3. **Incident Reporting**
    - Notify Anjouan Licensing Services Inc. within 24 hours of any major incident, such as a data breach or significant system failure.
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## **11. Continuous Improvement**

1. **Feedback Mechanisms**
    - Implement a feedback system to gather player suggestions and complaints.
    - Use feedback to improve services and ensure ongoing compliance.
  2. **Training and Updates**
    - Train staff regularly on regulatory requirements and compliance measures.
    - Stay updated on changes to Anjouan Gaming regulations and international standards.
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## **12. Contact Information**

For additional guidance or clarification on website compliance, contact:

**Anjouan Licensing Services Inc.**

**Address:** 15619 Hamchako, Mutsamudu, Autonomous Island of Anjouan, Union of Comoros

**Email:** [admin@anjouangaming.com](mailto:admin@anjouangaming.com)

**Website:** [www.anjouangaming.com](http://www.anjouangaming.com)

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**Disclaimer:** This guide reflects the current compliance standards as established by Anjouan Licensing Services Inc. and is subject to change. Operators are responsible for regularly reviewing and updating their websites to align with evolving regulations and best practices.