

# BETRIVERS Alberta Privacy Policy

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Last Updated: February 6, 2026

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Rush Street Interactive Canada, ULC (hereinafter collectively referred to as "RSI," "us," "we," "our," or "Company") has created this Privacy Policy to apply to all users and customers of this website ([ab.betrivers.ca](http://ab.betrivers.ca)) and all digital assets, including if applicable, our mobile site contained or offered therein or concurrently (collectively, our "Services"). This Privacy Policy describes, among other things, the types of information we collect from users when you use our Services, how we use it, and how you can access your information.

This Privacy Policy does not apply to information collected or obtained by any third party, including

through any application or content that may link to or be accessible from or on the Services. This Privacy Policy is integrated into and constitutes part of our Terms of Service ("Terms of Service").

We provide our Services as part of the regulated internet gaming market in Alberta, conducted and managed in accordance with applicable Alberta laws and regulations, including oversight by Alberta Gaming, Liquor and Cannabis (AGLC), and we collect, use, and disclose information as required to comply with those regulatory obligations.

**BY CONTINUING TO USE THE SERVICES AND PROVIDING US WITH YOUR INFORMATION (DEFINED BELOW), YOU CONFIRM THAT YOU HAVE READ THIS PRIVACY POLICY AND THE TERMS OF SERVICE AND EXPRESSLY CONSENT TO OUR COLLECTION, PROCESSING, USE, AND SHARING OF YOUR INFORMATION AS DESCRIBED IN THIS PRIVACY POLICY AND THE TERMS OF SERVICE.**

**Please play responsibly. Open to adults 18 years or older in Alberta only.**

## **I. INFORMATION WE MAY COLLECT ABOUT YOU**

We may collect the following types of information about you, which are described in more detail below: (A) information you provide to us, (B) information we may automatically collect, and (C) information we may receive from third parties. All of the information listed in (A)–(C) is detailed below and hereinafter referred to as "**Information**". We collect your Information as authorized under applicable Alberta privacy laws, including the Personal Information Protection Act (Alberta), applicable gaming laws and regulations, **and as required to comply with obligations imposed by Alberta gaming authorities.**

### **A. Information You Provide to Us**

In using our Services, you may provide us with Information, including, without limitation:

- Contact information such as name, alias/preferred name, home address, country of residence, phone number, occupation, and email address.
- Demographic information such as date of birth and gender.
- Identification information such as your driver's license (or other government-issued ID) information.
- Proof of Address such as a utility bill or bank statement.
- Account login information including username and password.
- Access to your geo-location.
- Financial and Billing information, such as billing name and address, credit card number or bank account information, transactional information (deposit and withdrawal amounts, dates and times).

- Biometric information, such as facial geometry scans and other measurements collected from photos and government-issued photo IDs that you provide to verify your identity and prevent fraud and unauthorized access to your account.
- Any Information you voluntarily provide and any inferences we may draw from the Information you provide.

## **B. Information We May Automatically Collect About You**

Our Services may automatically collect certain Information about you. This Information may be used by RSI for the operation of the Services, to maintain quality of the Services, and to provide general statistics regarding use of the Services. This Information may include:

- IP address, which is the number associated with the service through which you access the Internet, like your ISP (Internet service provider);
- Location from which you visit or use our Services;
- Date and time of your visit or use of our Services;
- Domain server from which you are using our Services;
- Type of computer, web browsers, search engine used, operating system, or platform you use;
- Data identifying the web pages you visited prior to and after visiting our website or use of our Services;
- Your movement and activity within the Services, which is aggregated with other information;
- Mobile device information, including the type of device you use, operating system version, and the device identifier;
- Mobile Application identification and behavior, use, and aggregated usage, performance data, and where the application was downloaded from; and
- Your use of our Services, including your wagering and gaming activity.

## **C. Information We May Receive from Third Parties**

We may also collect Information about you from other sources including third parties we collaborate with and from publicly available information (e.g., from the Canadian postal service). We may combine this information with personal Information provided by you. This helps us update, expand, and analyze our records, identify new customers, and create more tailored advertising to provide services that may be of interest to you. The Information we collect from other sources may include identifiers, commercial information, internet activity information, and inferences about preferences and behaviors. In particular, we collect such Information from the following sources:

- Third party providers of personal Information;

- Canadian federal, provincial, and territorial governmental authorities and agencies;
- Identity verification companies;
- Fraud and cybersecurity vendors;
- Marketing partners

When you create a player profile or account for our Services, we (directly or through our third-party service providers, including via Know Your Customer software) will perform an identity verification check in order to verify the Information you have provided to us. This verification may include review against applicable Canadian federal or provincial laws and regulations lists related to anti-money laundering, high risk gamblers, and politically exposed persons. We collect this Information to confirm whether there is a conflict that may prevent you from legally or safely using our Services.

When you engage in certain transactions while using the Services, we may also (directly or through our third-party service providers) perform additional background checks on you in order to verify your history and any other Information you have provided to us. These additional background checks may vary on a case-to-case basis but could include general background investigations. You hereby expressly consent to such additional background checks and acknowledge that we are not obligated to advise you when we perform an additional background check or the nature of any investigation.

#### **D. Biometric Information**

We and our third-party service providers may use facial recognition technology that collects biometric information, identifiers, or data, together with a photo ID and additional identity verification, to verify your identity, conduct user authentication, and prevent fraud on an ongoing basis. RSI uses a third-party vendor that provides these services.

The third-party service provider's facial recognition technology scans your face to collect biometric information, including measurements of your facial geometry (e.g., the distance between eyes, width of nose, etc.). The technology then compares that biometric information to the biometric information from a separate reference photo that you provide (such as a photo ID) to verify your identity and prevent unauthorized individuals from accessing your account. The third-party service provider will retain the data only for as long as necessary to provide the identity verification, fraud prevention, and authentication services.

By clicking the relevant icons presented during the verification process and using the facial recognition technology, you acknowledge and agree that you have read the disclosures, and that you voluntarily consent to the collection, storage, retention, use, and disclosure and processing, of your biometric information for identify verification, authentication, and on-going fraud prevention.

## II. COOKIES & OTHER TRACKING TECHNOLOGIES USED TO COLLECT INFORMATION ABOUT YOU

We collect the above Information directly and through the use of third parties using certain technologies, such as cookies, web beacons, pixels, tags, JavaScript and other technologies. Third-party service providers, advertisers, and/or partners may also view, edit, or set their own cookies or place web beacons.

- Cookies (or browser cookies). A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting, you may be unable to access certain parts of our Services. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our website. We may use the following cookies:
- Web Beacons. Website pages may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit us, for example, to count users who have visited those pages and for other related statistics (for example, recording the popularity of certain content and verifying system and server integrity). We may also use these technical methods to analyze the traffic patterns, such as the frequency with which our users visit various parts of the Services. These technical methods may involve the transmission of Information either directly to us or to a third party authorized by us to collect Information on our behalf. Our Services may use retargeting pixels from Google, Facebook, and other ad networks. We may also use web beacons in HTML emails that we send to determine whether the recipients have opened those emails and/or clicked on links in those emails.
- Analytics. Analytics are tools we may use, such as Google Analytics, to help provide us with information about traffic to our website and use of our Services, which Google may share with other services and websites who use the collected data to contextualize and personalize the ads of its own advertising network. You can view Google's Privacy Practices here: [Privacy Policy – Privacy & Terms – Google](#).
- Mobile Application Technologies. If you access our website and Services through a mobile device, we may automatically collect Information about your device, your phone number, and your physical location.
- Do Not Track. Do Not Track ("DNT") is a privacy preference that users can set in certain web browsers. We are committed to providing you with meaningful choices about the Information collected on our Services for online advertising and analytics purposes, and that is why we provide the variety of opt-out mechanisms listed herein. However, we do not currently recognize or respond to browser-initiated DNT signals.

### **III. HOW WE USE YOUR INFORMATION**

#### **A. Use and Purpose of Processing Your Information**

We will use and process your Information for the specific purposes for which you provided the Information, as you consent to at the time of collection. The following are some other ways in which we may use your Information:

- To set up, administer, or manage your account and records (including processing deposits and withdrawals);
- To provide you with the Services;
- To perform identity verifications;
- To manage contests or promotions;
- To help you locate gaming services that are relevant to you;
- To process transactions and subscriptions you make through or in connection with the Services;
- To verify your location as required by applicable laws;
- To respond to your comments, inquiries and questions and provide customer service;
- To tailor promotions, contests, surveys, or other offerings for you and to reach new players;
- For general or targeted marketing and advertising purposes, including sending you promotional material or special offers on our behalf or on behalf of our marketing partners and/or their respective affiliates and subsidiaries and other third parties, provided that you have not already opted-out of receiving such communications;
- To manage, improve and foster relationships with third-party service providers, including vendors, suppliers, and parents, affiliates, subsidiaries, and business partners;
- To maintain, improve, customize, or administer the Services, perform business analyses, or other internal purposes to improve the quality of our business, the Services, resolve technical problems, or improve security or develop other products and services;
- To detect, prevent, and address security issues and fraud;
- To detect and address responsible gambling issues;
- To detect, prevent and address sports wagering integrity issues;
- To comply with our Terms of Service;
- To comply with our agreements with applicable gaming authorities and platform partners; Analytics for business purposes and business intelligence;
- To comply with any applicable laws and regulations and respond to lawful requests;
- For any other purposes disclosed to you at the time we collect your Information and/or pursuant to your consent.

We may also use Information that has been de-identified and/or aggregated for purposes not otherwise listed above.

## B. Sharing Your Information

We may share your Information as set forth in this Privacy Policy and in the following circumstances:

- **Third-Party Service Providers.** We may share your Information with third-party service providers with whom we have a contractual relationship with that perform certain functions or services on our behalf (such as to host the Services, provide identity verification services, assist with fraud and cybersecurity, manage databases, perform analyses, process credit card payments, sponsor or administer contests and promotions for us, provide customer service, or send communications for us). These third-party service providers are authorized to use your Information only as necessary to provide these services to us. In some instances, we may aggregate Information we collect so third parties do not have access to your identifiable Information to identify you individually.
- **Social Sharing Features.**
  - The Services may offer social sharing features and other integrated tools, which let you share actions you take on our Services with other media. The use of such features enables the sharing of Information with your friends or the public, depending on the settings you establish with the entity that provides the social sharing feature. For more information about the purpose and scope of data collection and processing in connection with social sharing features, please visit the privacy policies of the entities that provide these features. If you use the message boards, chat rooms, comment tools, or other public forums of the Services, you will be publicly identified by your screen name you use and other User Content (as that term is defined in our Terms of Service) you submit.
  - Additionally, when you participate in certain promotions offered through the Services (e.g., the Leaderboard Promotion), we may also identify you by your screen name. Your screen name and all information you provide on these public forums will be viewable by the general public. We cannot be responsible for any personal or sensitive information in your screen name or which you choose to post on public forums, and we recommend careful consideration before you include any personal or sensitive information in your screen name or otherwise post such information. You agree that you will not disclose personal or sensitive information relating to any other person in a public forum of the Services without that persons prior, express consent.
- **Testimonials.** We may share your screenname on our website [ab.betrivers.ca](http://ab.betrivers.ca) when you provide a testimonial about our Services.
- **Disclosure of Information for Legal, Administrative, Integrity, and Regulatory Reasons.** We may disclose your Information without notice: (i) when required by law or to comply with a court order, subpoena, search warrant, or other legal process; (ii) to cooperate with or undertake an internal or external investigation or audit; (iii) to comply with legal, regulatory, or administrative requirements of governmental authorities (including, without limitation, requests from the governmental authorities to view your Information) or the relevant gaming authorities; (iv) to comply with integrity monitoring and disclosure requirements of sports leagues or associations and/or sports data providers; (v) to protect and defend the rights, property or safety of us, our subsidiaries and affiliates, and any of our or their officers, directors, employees, attorneys, agents, contractors and partners, and the Services

users; (vi) to enforce or apply our Terms of Service; and (vii) to verify the identity of the user of our Services.

- **Business Transfers.** Your Information may be shared, transferred, disclosed, or otherwise conveyed ("Conveyed") to a third party in connection with, or during the negotiation of: (i) a merger with or acquisition by another business entity; (ii) a financing; (iii) a sale of all or substantially all of our assets; (iv) an adjudication of bankruptcy; or (v) a liquidation or other reorganization. You agree to any and all such Conveyances of your Information.
- **Information Shared with our Subsidiaries and Affiliates.** We may share your Information with our subsidiaries and affiliates.
- **Information Shared with Gaming Authorities.** We may share your Information Shared with Alberta Gaming, Liquor and Cannabis (AGLC) or other applicable Alberta gaming authorities.
- **Third-Party Partners for Marketing or Analytics Purposes.** We may share your Information with partners whose offerings we think may interest you, including based on your responses to certain survey questions or other Information you have provided to us.
- **Contest or Promotion Participation.** If you choose to participate in a contest, promotion, or survey by voluntarily answering questions or completing a questionnaire that we offer on our Services, we may retain the answers and the Information contained in it for our branding, marketing, or research purposes.
- **Online Communications.** Any information you submit in a public forum (e.g., a blog, our live chat room, community chats, or social network) may be read, collected, or used by us and other participants, and could be used to personalize your experience. You are responsible for the Information you choose to submit in these instances.
- **De-Identified or Aggregated Data.** We may aggregate, anonymize, and/or de-identify any Information collected from you so that such Information can no longer be linked to you or your device. We may use aggregated, de-identified or anonymized Information for any purpose, including without limitation for research and marketing purposes, and may also share such data with any third parties, including advertisers, promotional partners, and sponsors, in our discretion.
- **With Your Consent.** We may share your Information consistent with the specific purposes for which it was obtained or compiled in accordance with this Privacy Policy.

#### IV. LINKS TO OTHER WEBSITES

The Services may offer social sharing features and other integrated tools (such as Facebook, YouTube, Twitter, or Instagram), which may let you share actions you take on our Services with other media. The use of such features enables the sharing of information with your friends or the public, depending on the settings you establish with the entity that provides the social sharing feature. For more information about the purpose and scope of data collection and processing in connection with social sharing features, please visit the privacy policies of the entities that provide these features. This Privacy Policy only applies to Information collected by our Services. We are not responsible for the privacy and security practices of these social sharing features or the Information collected by

these tools (which may include IP address). Links to any social sharing features does not constitute or imply an endorsement or recommendation by us of the linked website, social media platform, and/or content.

If you use the message boards, chat rooms, comment tools, or other public forums of the Services, you will be publicly identified by your screen name you use and other User Content (as defined in our Terms of Service) you submit. Additionally, when you participate in certain promotions offered through the Services (e.g., the Leaderboard Promotion), we may also identify you by your screen name. Your screen name and all Information you provide on these public forums will be viewable by the general public. We cannot be responsible for any Information in your screen name or which you choose to post on public forums, and we recommend careful consideration before you include any personal Information in your screen name or otherwise post such Information. You agree that you will not disclose personal Information relating to any other person in a public forum of the Services without that person's prior, express consent.

## **V. INFORMATION SECURITY**

### **A. Measures.**

We use commercially reasonable measures to provide our Services. This includes administrative, physical, technical, and operational safeguards based upon risk assessment for the protection of the security, confidentiality, and integrity of personal Information. We monitor developments in technology and security to help keep our measures up to date and appropriate. However, you should assume that no data transmitted over the Internet or stored or maintained by us or our third-party service providers can be 100% secure. Therefore, we do not promise or guarantee, and you should not expect, that your Information or private communications will always remain private or secure. We do not guarantee that your Information will not be misused by third parties. We are not responsible for the circumvention of any privacy settings or security features. You agree that we will not have any liability for misuse, access, acquisition, deletion, or disclosure of your Information.

You can also take steps to keep your personal Information secure, including by:

- Using strong passwords
- Using multi-factor (i.e., two-factor) authentication if available
- Logging off when you have finished playing for the day
- Sharing minimal personal Information of a sensitive nature
- Using a pseudonym or nickname for your player profile
- Exercising caution when clicking on links within in-game iGaming chats

#### **B. Unauthorized Access.**

We maintain industry standard breach management practices and policies to help protect Information in the event of unauthorized access or use (an "Incident"). When we identify an Incident, we promptly work to determine the cause, contain the Incident, and remediate any vulnerabilities that led to the Incident. We will also notify AGLC and other applicable regulators in accordance with our legal and regulatory obligations. If we determine that an Incident rises to the level that requires us to notify users, we will provide notifications as required by applicable law.

If you believe that your Information has been accessed or acquired by an unauthorized person, you should promptly contact us (see How to Contact Us, below) so that necessary measures can be taken.

### **VI. DATA RETENTION**

We will retain your Information for as long as needed to provide you Services. If you wish to request that we no longer use your Information to provide you Services, please contact us at [Legal@rushstreetinteractive.com](mailto:Legal@rushstreetinteractive.com). Please note that when exercising your right to restrict processing, your Account will be closed and any promotional bonus, prizes, or benefits which may have been acquired will be forfeited. Following the closure of your Account, we will retain and may continue to process your Information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements, and will delete and destroy it in accordance with our retention policy and schedule. In accordance with our routine record keeping, we may delete certain records that contain Information you have submitted to us. We are under no obligation to store such Information indefinitely and disclaim any liability arising out of, or related to, the destruction of such Information.

### **VII. YOUR CHOICES**

If at any time you wish us to stop processing your Information, please contact us and we will take commercially reasonable steps to stop doing so.

**A. Marketing Communications.** We will not send you electronic advertising or marketing message without your consent. This refers to express consent unless consent may be implied pursuant to an act to promote the efficiency and adaptability of the Canadian economy by regulating certain activities that discourage reliance on electronic means of carrying out commercial activities, and to amend the Canadian Radio-television and Telecommunications Commission Act, the Competition Act, the Personal Information Protection and Electronic Documents Act and the Telecommunications Act, S.C. 2010, c. 23. If you no longer want to receive marketing and promotional emails from us, you

may click on the "unsubscribe" link in the email to unsubscribe and opt-out of marketing email communications or see How to Contact Us below for more information.

**B. Text Messages.** By voluntarily signing up for our text messaging services, you agree that you have provided us with your express opt-in consent to be contacted by text message including by the use of an automatic telephone dialing system (ATDS) to deliver text messages to the mobile phone number which you provided to us. We will use the information we obtain in connection with the text messaging services in accordance with this Privacy Policy. Your express consent to receiving text messaging from us is not a condition of services. The number of text messages you receive will be based upon the text messaging service(s) you sign up for. If you no longer want to receive text messages from us, reply STOP (or as otherwise instructed) in the text message. Msg or data rates may apply.

**C. Social Media.** You may see advertisements from us or other gambling organizations when you visit social media platforms. While most social media platforms do not allow users to restrict all advertisements, users may have choices related to what types of ads they see, including ads related to gambling. If you want to restrict the ads you see related to gambling, you can click on the links below:

- Twitter. You can control the advertisements you see on Twitter by adjusting your "Personalize ads" setting on your account. This can help block ads from gambling countries. You can learn more by visiting [here](#).
- Facebook. You can control your advertising preferences and even block certain advertisers in your account via Facebook's "Ad Preferences" page. You can learn more by visiting [here](#).
- Instagram. You can control your ad topic preferences on Instagram by visiting the "Ad Topics" page in your account. You can learn more by visiting [here](#).
- YouTube. You can control your advertising preferences by adjusting your ad preferences in your Google account. You can learn more by visiting [here](#).

**D. Location Information for Real-Money Gaming.** It is a violation of applicable Canadian and Alberta gambling laws for persons to engage in internet wagering through a casino or wagering service that is not licensed or authorized for use in Alberta. In order to participate in certain features offered on our Services, including wagering games, you must be physically located within Alberta. If you disable or attempt to disable our use of geolocation technologies at any time, you may not participate in wagering games available through the Services, but may continue to access or otherwise use the Services. You may choose to disable certain geolocation technologies through the location settings applied to our mobile application on your device.

**E. Push Notifications.** With your consent, we may send push notifications to your mobile device (if applicable) to provide game-related information, service updates, promotional communications, and

other related messages. You can deactivate these notifications by changing the notification settings applied to our mobile application on your device, or you can opt out of receiving these notifications through your My Account page.

**F. Opting Out of Direct Marketing by Third Parties.** To exercise choices regarding the marketing information you receive, you may also review the following links:

- You may opt-out of tracking and receiving tailored advertisements on your mobile device by some mobile advertising companies and other similar entities by downloading the App Choices app at [www.aboutads.info/appchoices](http://www.aboutads.info/appchoices).
- You may opt-out of receiving permissible targeted advertisements by using the NAI Opt-out tool available at <http://optout.networkadvertising.org/?c=1> or visiting About Ads at <http://optout.aboutads.info>.
- You can opt-out of having your activity on our Services made available to Google Analytics by installing the Google Analytics opt-out add-on for your web browser by visiting: <https://tools.google.com/dlpage/gaoptout> for your web browser.

**G. Withdrawing Your Consent.** Except as required to process a transaction, to maintain our business records, or as required or permitted by applicable law, you may withdraw or modify your consent, subject to legal and contractual restrictions, provided that reasonable notice is given to us. If you withdraw your consent to receive information regarding certain products, publications, services, or events being offered by us, you may not be made aware of same. Refusal or withdrawal of consent from use of Information may result in our being unable to provide you with our Services.

## **VIII. ACCESSING, CORRECTING, OR DELETING YOUR INFORMATION**

To the extent that certain provincial laws provide users with certain data subject rights, those rights may be honored by the Company following proper authentication and verification. Please see the [How to Contact Us](#) section below for more information.

We take reasonable steps to confirm that the Information we use is accurate and up to date. To help us in this endeavor, you must immediately update your Information if you determine it is no longer accurate.

## **IX. GEOGRAPHIC LOCATION OF DATA STORAGE AND PROCESSING**

The Services collect Information and process and store that Information in databases located in the United States and Canada.

This means that we, and our service providers, may process your Information outside of Alberta. When we do so, we take reasonable steps, including contractual and organizational safeguards, to ensure that your Information is protected in a manner consistent with this Privacy Policy and applicable Alberta privacy laws. If you are visiting the Services from a country outside the United States or Canada, you should be aware that you may transfer personally identifiable Information about yourself to the United States, and that the data protection laws of the United States may not be as comprehensive as those in your own country. By visiting the Services and submitting any personally identifiable Information, you consent to the transfer of such personally identifiable Information to the United States.

## **X. INFORMATION FROM MINORS**

The Services are intended only for users eighteen (18) years of age or older and we do not knowingly collect Information from persons under eighteen (18) years of age. If we determine that a user is under this age, we will not use, maintain, or continue to collect Information from such user. If you are a parent or guardian and believe we mistakenly collected Information from your child who is under eighteen (18) years of age, you can contact us by going to the How to Contact Us section below and we will delete the Information.

## **XI. DISPUTE RESOLUTION PROCESS**

You may contact us at any time using the details set out in the How to Contact Us section below should you have questions or need assistance. To provide a better service and for your protection, telephone conversations, chats, and emails may be recorded and/or monitored by designated staff.

### **A. Player Disputes.**

If you would like to make a complaint or dispute related to or arising from your gaming-related Information, your use of our Services, and/or with respect to your winnings (a "Player Dispute"), you may contact our Player Support services team at any time by contacting us at [ABSupport@betrivers.ca](mailto:ABSupport@betrivers.ca). To provide a better service and for your protection, telephone conversations, chats, and emails may be recorded and/or monitored by designated staff.

You must notify Player Support within three (3) days of your Player Dispute arising and provide us with enough information and facts about your Player Dispute that we can investigate and provide a response. We may contact you for additional information where required.

We reserve the right to provide a copy of your complaint and relevant documentation to the privacy regulator.

#### **B. Privacy Complaints.**

If you have any questions or concerns arising from our collection or handling of your non-gaming Information, or compliance with this Privacy Policy (a "Privacy Complaint"), you may contact our Privacy Team at any time by contacting us at [ABSupport@betrivers.ca](mailto:ABSupport@betrivers.ca). To provide a better service and for your protection, telephone conversations, chats, and emails may be recorded and/or monitored by designated staff.

We endeavor to respond to all Privacy Complaint as soon as possible. If you are not satisfied with the way that our Privacy Team handled your Privacy Complaint, our management may intervene to resolve any outstanding grievance and we will endeavor to satisfy your concern. If any concerns are not resolved to your satisfaction, you may contact the applicable privacy regulator, as follows:

Office of the Information and Privacy Commissioner of Alberta  
410, 9925 – 109 Street  
Edmonton, Alberta T5K 2J8

We reserve the right to provide a copy of your complaint and relevant documentation to the privacy regulator

#### **XII. CHANGES TO THIS PRIVACY POLICY**

We reserve the right to change, modify or amend this Privacy Policy at any time to reflect changes in our products and service offerings, accommodate new technologies, regulatory requirements, or other purposes. In the event we make changes to this Policy we will notify you and obtain your consent before you use our Services.

#### **XIII. HOW TO CONTACT US**

##### **A. Privacy Practices**

If you have any questions about this Privacy Policy or the Information we have collected about you, please contact us at the following:

Email us: [Legal@rushstreetinteractive.com](mailto:Legal@rushstreetinteractive.com)

Write us:

Rush Street Interactive  
Attn: Legal - Privacy Counsel

900 N Michigan Ave, Suite 950  
Chicago, IL 60611

#### **B. Player Disputes**

This Privacy Policy addresses our information handling and privacy practices only. Complaints or disputes relating to your use of the Services, including matters concerning gameplay, transactions, or winnings, are handled separately from privacy-related inquiries and may be submitted through our customer support channels.