

ICS 35.240.99; 97.200.99

Supersedes CWA 16259:2011

English version

## Responsible Remote Gambling Measures

This CEN Workshop Agreement has been drafted and approved by a Workshop of representatives of interested parties, the constitution of which is indicated in the foreword of this Workshop Agreement.

The formal process followed by the Workshop in the development of this Workshop Agreement has been endorsed by the National Members of CEN but neither the National Members of CEN nor the CEN-CENELEC Management Centre can be held accountable for the technical content of this CEN Workshop Agreement or possible conflicts with standards or legislation.

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EUROPEAN COMMITTEE FOR STANDARDIZATION  
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## Foreword

CEN Workshop Agreement CWA 16259:2014 was prepared by CEN Workshop 58 - Responsible Remote Gambling Measures. This CEN Workshop Agreement has been drafted and approved by a Workshop of representatives of interested parties on 2010-05-06, the constitution of which was supported by CEN following the public call for participation made on 2010-09-06.

This document supersedes CWA 16259:2011.

In December 2013, 93% of the responding original Workshop participants elected to renew the CWA 16259:2011 for another three years without any technical or editorial changes.

The CEN Workshop offers a mechanism whereby stakeholders can bring their standardization and specification requirements and develop a result by consensus, validated in an open process. In a CEN Workshop all the decision-making powers rest with the interested parties themselves, the members of the Workshop.

This CWA applies internationally. It does not have the force of regulation and conformity is voluntary.

For the development of this CWA, there were 29 participants from different countries in Europe. A list of organizations that participated in this Workshop eCOGRA

EGBA

GamCare / GamCare Trade Services

MRGC

ESSA

Gibraltar Betting & Gaming Association

Ladbrokes

Cardiff University

Harvard Medical School

Head of Legal, Compliance & Regulatory BETCLIC

Remote Gambling Association

Interwetten

KW Communications

bwin.party services (Austria) GmbH

Tex Rees

eCOGRA Limited.

NEN, the Dutch Standardization Institute, provided the secretariat of the Workshop.

The formal process followed by the Workshop in the development of the CEN Workshop Agreement has been endorsed by the National Members of CEN but neither the National Members of CEN nor the CEN-CENELEC Management Centre can be held accountable for the technical content of the CEN Workshop Agreement or possible conflict with standards or legislation. This CEN Workshop Agreement can in no way be held as being an official standard developed by CEN and its members.

The final review/endorsement round for this CWA was started on 2013-11-07 and was successfully closed on 2013-12-31. The final text of this CWA was submitted to CEN for publication on 2014-01-30.

This CEN Workshop Agreement is publicly available as a reference document from the National Members of The following countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

Comments or suggestions from the users of the CEN Workshop Agreement are welcome and should be addressed to the CEN-CENELEC Management Centre.

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## Introduction

The objective of the CEN Workshop on 'Responsible Remote Gambling Measures' is to develop Control Measures that are:

1. capable of adequately protecting customers and ensuring that the remote gambling operators, software suppliers and associated service providers behave responsibly; and
2. provide policy makers with easy access to a set of measures that are readily and consistently understood and can be used to address the challenges of creating a safe and secure remote gambling environment.

Some aspects of remote gambling in the EU have been harmonised by specific EU directives, including the Third Money Laundering Directive, the Directive on Data Protection, the Distance Selling Directive, the Unfair Commercial Practices Directive, the Unfair Contract Terms Directive and the 8<sup>th</sup> Company Directive.

However, these directives do not cover all aspects of remote gambling and as a result, multiple different regulations, standards, codes and rules govern the European remote gambling market. In the absence of pan-European regulation, a further objective of this Workshop is to develop evidence based (to the extent possible) self-regulatory control measures as an effective complement to existing legislative requirements in order to develop and maintain - cross border - a safe and secure environment for customers throughout the EU.

## Application

The requirements of this CWA are generic and are intended to be applicable to trade associations, licensing authorities, operators, software providers and associated service providers in the field of remote gambling.

This document does not in itself impose any obligation upon anyone to follow it. However, such an obligation may be imposed, for example, by legislation or by a contract. In order to be able to claim compliance with this document, the user needs to be able to identify the requirements he/she is obliged to satisfy. The user also needs to be able to distinguish these requirements from other provisions where there is a certain freedom of choice.

Contents of the informative Annex should not in any way be construed as being Control Measures.

# 1 Scope

This CWA specifies the Responsible Remote Gambling Measures for operators, software providers, associated service providers and other relevant industry stakeholders.

The Workshop only concerns remote gaming and betting, and the scope does not include land-based gambling activities. Remote gambling is defined as gaming and betting activities accessed by the customers via the use of the internet, telephone, television and other electronic devices used for facilitating communication.

The Control Measures contained within this CWA are not intended to replace existing legislation, but rather guide and facilitate future regulatory efforts.