

# Remote Technical Standards (RTS) Protocol

## Introduction

### Protocol Information

Approval date	Replaces version dated	Senior Leadership Group sponsor	Approved by	Next review date
04/07/2024	30/06/2023	General Manager - Gatherwell	Head of Operations - UK	30/06/2025

### Purpose

Gatherwell Limited (**Gatherwell**) is licensed by the UK Gambling Commission (the Commission) as an External Lottery Manager and is therefore required to comply with the Commission's Remote Gambling and Software Technical Standards (the **RGSTS**).

Gatherwell has adopted this Protocol in order to ensure compliance with the RGSTS.

### Scope

This Protocol applies to Gatherwell and all of its directors, officers, employees, workers and any other personnel working for or on behalf of Gatherwell.

## Overview of applicable requirements

Annex A of the RGSTS states that the below requirements apply to subscription lotteries:

- RTS 2 A-D – Displaying transactions
- RTS 3 – Rules, game descriptions and likelihood of winning
- RTS 5 – Result determination
- RTS 6 – Result determination for play for free games
- RTS 7 – Generation of random outcomes
- RTS 13 A – Time requirements
- RTS 14 A&B – Responsible product design

- Security requirements

## How we meet these requirements

### RTS 2 A-D - Displaying transactions

Transaction values are displayed to all players through the checkout process and on each player's account. In addition, players will receive an email post-purchase with confirmation of the transaction, including value and number of draws entered.

### RTS 3 - Rules, game descriptions and likelihood of winning

All game rules are clearly displayed on the relevant lottery website. Players must explicitly confirm their acceptance of the game rules at account creation stage.

The game rules explain the method for winning, the percentage split of the entry price, the winning odds and price structure.

### RTS 5 - Result determination

As referenced in the game rules, the results for the lottery are generated in a clear and transparent way, with alternative methods for generating winning combinations also outlined in the event that the primary method cannot be completed.

### RTS 6 - Result determination for play for free games

If play for free games are offered, the same rules apply for tickets irrespective of whether entry was via a purchased chance or free entry.

### RTS 7 - Generation of random outcomes

Results for each lottery are generated in a clear and transparent way. Where £25,000 jackpot prizes are offered, the use of an independently verifiable draw are taken (normally the Australian Super 66) to generate winning combinations.

Gatherwell also uses Random.org to generate winners in raffle based draws.

### RTS 13 A - Time requirements

Entry into draws is time dependent, with cut off for entry into the weekly draw being at 23:59 on the Friday evening prior to the Saturday draw.

### RTS 14 A&B - Responsible product design

The Gatherwell lottery platform is designed to encourage participation to support good causes with the objective of fundraising. As such, the design of each lottery website is

intended to drive positive behaviors and not encourage individuals to spend beyond their means.

We ensure that each lottery website contains appropriate age restriction notices and account signup protocols. We also signpost potential problem gamblers to appropriate support organisations and our self-exclusion procedure.

## Security requirements

Each lottery is hosted on Gatherwell's lottery platform, and as such, each lottery website is subject to Gatherwell's information security policies, processes and procedures.

Gatherwell is independently audited on an annual basis for our remote security standards. On completion of our annual audit, we will consider the auditor's report and implement any recommendations for improvement of our security standards.

## Review

This Protocol will be reviewed and updated annually in order to ensure that we continue to comply with the RGSTS. Revised versions will be brought to the attention of personnel as and when necessary.