

REGULATIONS  
ON DETAILED CONDITIONS FOR THE IMPLEMENTATION OF AUDIO AND  
VIDEO SURVEILLANCE, THE METHOD OF KEEPING DOCUMENTATION AND  
PHYSICAL PROTECTION IN CASINOS, IMPLEMENTATION OF VIDEO  
SURVEILLANCE AND KEEPING DOCUMENTATION IN THE SLOT MACHINE  
CLUB, OR BETTING SHOP

"Official Gazette of the Republic of Serbia", no. 152 dated 18 December  
2020, 45 dated 28 May 2025.

**1. Subject matter**

Article 1

This regulation regulates the detailed conditions for conducting audio and video surveillance, storing documentation and implementing physical protection in a casino, conducting video surveillance and storing documentation in a slot machine club, or betting shop.

**2. Audio and video surveillance in the casino**

Article 2

The organizer of special games of chance in casinos is obliged to ensure continuous audio and video surveillance with recording of the tables for games of chance, cashiers, entry and exit to the casino, as well as video surveillance of slot machines, players and visitors, keeping documentation and implementing physical protection in the casino, in order to prevent violations of the rules of the game, as well as video surveillance of slot machines, players and visitors, keeping records and implementing physical protection in the casino.

The organizer is obliged to display a notice in a visible place, at the entrance to the casino, as well as inside the premises, that the area is under audio and video surveillance.

By displaying the notice, it is considered that the person has been informed about the processing of personal data.

When processing data, the organizer is obliged to act in accordance with the regulations governing the protection of personal data.

Article 3

Continuous audio and video surveillance in the casino includes recording:

1) entry and exit to the casino – video surveillance cameras are placed in a way that allows observation of persons (players and visitors) entering and exiting the casino;

2) reception – the reception area is recorded with at least one fixed camera and microphone;

3) cashier and exchange offices – at least one microphone and one camera are placed in the cashier and exchange office, which are placed in such a way as to record the transaction area and register the content of the transaction and the player for whom the transaction is being made;

4) gaming tables – each gaming table must be recorded with at least one microphone placed so as to record the entire table area and at least two fixed cameras, with one camera placed so as to record the roles of the players, the players themselves, the observers, the entire table surface and the result of each game, while the other camera records the chip storage, the drop box, the tip box and the procedure for implementing the subsidy and credit on the table;

5) gaming machines – the cameras shall be placed so as to enable recording of each

machine;

6) the settlement procedure – counting money and chips and the procedure for determining the turnover, which is carried out at the table or at the cash register;

7) the path of movement of money, chips, drop box, tip box, chip holding box and drop container within the casino.

#### Article 4

The organizer is obliged to provide data on the date, time of recording and camera number on all cameras and video surveillance monitors.

The camera's field of view must be selected in such a way as to ensure a sufficient number of pixels of recorded faces in the immediate vicinity of the location, in order to unambiguously identify them, with the following minimum parameters:

1) resolution: 1920x1080 pixels (Full HD);

2) frame rate: 25 frames per second;

3) compression: H.265 codec is supported.

Outside of the casino's operating hours, video signals are recorded from cameras at the entrance, reception and cashier, as well as a camera in the area where the slot machines are located and a camera monitoring the area where the live gaming tables and roulette tables are located.

#### Article 4a

The organizer of special games of chance in casinos shall provide the Games of Chance Administration with live video surveillance monitoring referred to in Article 2 of these Regulations.

Communication between the organizer and the Games of Chance Administration, for the purpose of monitoring referred to in paragraph 1 of this Article, shall be implemented via a broadband, cable or optical technology connection.

The organizer is obliged to:

1) provide a connection from one permanent (static) IP address from which the exchange of data from video surveillance referred to in Article 2 of these Regulations is exclusively carried out, the transmission speed of which shall meet the needs of the expected traffic and which shall not be less than 50Mb/s;

2) provide the necessary methods and organize and maintain a private communication network (VPN);

3) protect all its computer equipment and local computer network from unauthorized use by third parties;

4) provide access to persons (through the appropriate username and password and link) authorized by the Games of Chance Administration.

The organizer ensures the integrity of the connection, protection of data, information and processes from unauthorized or unforeseen changes, by disabling privileged access to the information system.

### **3. Physical protection of players and visitors in the casino**

#### **Article 5**

The organizer is obliged to provide physical protection to players and visitors to the casino through security services.

### **4. Video surveillance in the slot club and betting shop**

#### **Article 6**

Organizers of special games of chance on automatic equipment, or special games of chance-betting, are obliged to ensure continuous video surveillance with recording of all automatic equipment in the slot club, or pay-in-pay-out desks in the betting shop, entry and exit from the slot club, or betting shop, the cashier of the slot club, or betting shop, betting machines in the betting shop, as well as monitoring of players and visitors.

Continuous video surveillance includes recording of:

- 1) entry and exit from the slot club, or betting shop - video surveillance cameras are placed in a way that allows observation of persons (players and visitors) entering and exiting the slot club, or betting shop;
- 2) automatic equipment - cameras are placed in a way that allows recording of each automatic equipment;
- 3) pay-in-pay-out desks – cameras are placed in a way that allows recording of each pay-in-pay-out desk.

#### **Article 7**

The organizer is obliged to provide data on the date, time of recording and camera number on all cameras and video surveillance monitors.

The camera field of view must be selected in such a way as to ensure a sufficient number of pixels of recorded faces in the immediate vicinity of the location, in order to unambiguously identify them, with the following minimum parameters:\*

- 1) resolution: 1920x1080 pixels (Full HD);
- 2) frame rate: 25 frames per second;
- 3) compression: H.265 codec is supported.

The organizer is obliged to display a notice in a visible place, at the entrance to the slot club, i.e. betting shop, as well as inside the premises, that the area is under video surveillance.

By displaying the notice, it is considered that the person has been informed about the processing of personal data.

When processing data, the organizer is obliged to act in accordance with the regulations governing the protection of personal data.

## Article 7a

The organizer of special games of chance on automatic equipment, or special games of chance - betting, shall provide the Games of Chance Administration with live video surveillance monitoring referred to in Article 6 of these Regulations.

Communications between the organizer and the Games of Chance Administration, for the purpose of monitoring referred to in paragraph 1 of this Article, shall be implemented via broadband, cable or optical technology.

The organizer is obliged to:

- 1) provide a connection from one permanent (static) IP address from which the exchange of video surveillance data referred to in Article 6 of these Regulations is carried out exclusively, the transmission speed of which meets the needs of the expected traffic and which must not be less than 50Mb/s;
- 2) provide the necessary methods and organize and maintain a private communication network (VPN);
- 3) protect all its computer equipment and local computer network from unauthorized use by third parties;
- 4) provide access to persons (through the appropriate username and password and link) authorized by the Games of Chance Administration.

The organizer ensures the integrity of the connection, protection of data, information and processes from unauthorized or unforeseen changes, by disabling privileged access to the information system.

## **5. Keeping documentation in casinos, slot clubs and betting shops**

### Article 8

Organizers of special games of chance in casinos, special games of chance on automatic equipment and special games of chance-betting are obliged to keep documentation on continuous recording for 90 days from the date of recording, and longer upon order of the Games of Chance Administration.

The recorded documentation is stored with applicable technology in order to ensure security and data protection in a protected room where access to unauthorized persons is limited.

The entire surveillance system must be protected from access by unauthorized persons.

Organizers are obliged to keep special records of persons authorized to handle the documentation.

Subsequent processing of the recorded material is prohibited.

The documentation on continuous recording is the internal documentation and a business secret of the organizer, and the organizer may use it only for the purpose for which it was collected and may not be transferred to third parties or publicly published, unless otherwise expressly stipulated.

The provision of data for the purposes of implementing the Law on Games of Chance ("Official Gazette of the Republic of Serbia", no. 18/20 and 94/24) is not considered a violation of the obligation to maintain business secrets.

## **6. Final provisions**

### **Article 9**

On the date of entry into force of this regulation, the Regulation on the Detailed Conditions for Conducting Audio and Video Surveillance, How to Store Documentation and Physical Protection in Casinos ("Official Gazette of the Republic of Serbia", no. 152/20) shall cease to be valid.

### **Article 10**

This regulation enters into force on the eighth day after its publication in the "Official Gazette of the Republic of Serbia", and shall apply from 11 July 2021.