

REGULATION  
ON THE INFORMATION AND COMMUNICATION SYSTEM FOR THE  
ORGANIZATION OF SPECIAL GAMES OF CHANCE THROUGH MEANS  
OF ELECTRONIC COMMUNICATION

"Official Gazette of the Republic of Serbia", No. 152, dated 18 December 2020,  
58 dated 3 July 2025.

**1. Subject of regulation**

**Article 1**

This regulation prescribes in more detail the technical and functional characteristics of the information and communication system (hereinafter: ICS) for organizing special games of chance through means of electronic communication, the method and procedure for testing the fulfillment of the technical and functional characteristics of the ICS, and the detailed conditions for storage, archiving and methods of data exchange with the Games of Chance Administration (hereinafter: the Administration).

**2. Technical and functional characteristics of the information and communication system for organizing special games of chance through means of electronic communication**

**Article 2**

The organizer is obliged to use ICS for organizing special games of chance through means of electronic communication, which enables, storing, archiving and exchanging data electronically with the software solution of the Administration for the purpose of conducting real-time supervision.

The organizer's ICS consists of information and communication technology resources intended for organizing games of chance through means of electronic communication.

The ICS referred to in paragraph 2 of this Article must meet the following requirements:

- 1) legally acquired software of appropriate performance for high-quality and secure electronic data exchange with the software solution of the Administration for the purpose of supervision;
- 2) provides appropriate capacity - speed of response and availability of the system for electronic data exchange with the software solution of the Administration for the purpose of supervision;
- 3) provides direct and secure data exchange with the software solution of the Administration;
- 4) has a system for protection against unauthorized use of the ICS and data loss;
- 5) ensures security mechanisms for sending the obtained unique secret key, which must be sent with each request for transaction entry, through the authorization header of the transactional Application Programmable Interface (hereinafter: API) request.
- 6) contains the organizer's database of all information reported to the Administration in accordance with the Law on Games of Chance ("Official Gazette of the Republic of Serbia", No. 18/20 and 94/24 - hereinafter: the Law), which must be located on the territory of the Republic of Serbia, either as a production base or as a replica of that base (e.g. mirror or replica server).

### **Article 3**

The organizer is required to have an ICS that, during the player registration and account creation process, allows for accurate record keeping of all payments and withdrawals on the created account.

The organizer is obliged to keep records of players in accordance with the regulations governing the prevention of money laundering and financing of terrorism.

The process of completing account registration and the accuracy of the entered data from paragraph 1 of this article is completed by the player confirming that he/she is an adult and accepts the terms of use of the account in ICS.

Unauthorized use of an account means the use of an account in ICS by a person who is not the account owner.

The organizer is obliged to ensure the confidentiality of the ICS, i.e. to prevent access to the system by a person who is not the account owner, by enabling authentication, i.e. by checking and confirming the user identity (password, etc.) when using the account in the system.

### **Article 4**

The organizer is obliged to keep a unique accounting account for each player individually, as referred to in Article 3, paragraph 1 of this Rulebook. The account is unique for each player and is opened by the organizer in its ICS upon successful player registration. The account keeps records of all player transactions (deposits and withdrawals) regardless of the payment method.

All information about transactions in his/her account for the last three months is available to the player at any time. Previous transactions no older than five years are available upon request by the player and are provided to him/her within five days of the request.

The player may, in writing or electronically, limit the maximum amount he/she can deposit within a certain period of time, limit the maximum amount of loss he/she can suffer in a certain period of time and include a ban on access to the ICS (self-exclusion) for a certain period of time or permanently. The organizer is obliged to immediately disable access to the given account upon receipt of a request for self-exclusion.

The restrictions and prohibitions referred to in paragraph 3 of this Article are part of the elaboration on preventing the undesirable impact of games of chance through means of electronic communication on participants in games of chance referred to in Article 96, paragraph 2, item 1 of the Law.

### **3. Method and procedure for testing the fulfillment of technical and functional characteristics of an information and communication system**

### **Article 5**

The testing of compliance with the technical and functional characteristics of the ICS is carried out by a laboratory authorized by the Minister of Finance, based on control, as follows:

- 1) operating system license;
- 2) equipment intended for organizing special games of chance through means of electronic communication (software, hardware specifications);
- 3) databases (protection measures against unauthorized use of the information system, as well as loss and recovery of data, database location address);

- 4) data on authorized persons from Article 7, paragraph 2, item 5 of this Regulation;
- 5) transaction data integrity security system in the event of a communication connection (Internet) interruption;
- 6) communication connections between the software for organizing special games of chance through means of electronic communication and the software that receives, processes and sends data;
- 7) communication links between the software that receives, processes and sends data and the API that forwards data to the Administration;
- 8) availability through a single web presentation, i.e. a platform on which only one logo, brand, trademark or sign of the organizer is used.

Based on the control performed, the laboratory referred to in paragraph 1 of this Article issues a certificate of compliance with the technical and functional characteristics of the ICS, which the organizer is obliged to submit to the Administration before putting the ICS into use.

For each change in the characteristics of the ICS, the organizer is obliged to submit to the Administration a supplementary certificate of compliance with the technical and functional characteristics of the ICS.

The costs of testing for compliance of the ICS are borne by the organizer.

The laboratory referred to in paragraph 1 of this Article publishes an updated price list that is publicly available on the laboratory's website.

#### **4. Data storage and archiving conditions**

##### **Article 6**

The organizer is obliged to store all transactions in the data system for at least ten years from the date of the transaction in accordance with the regulations governing the prevention of money laundering and financing of terrorism, after which the organizer may archive them, provided that, upon request by the Administration, they must be submitted in their original form within five days of receiving the request.

The organizer is obliged to provide the Administration with constant access to all data relating to the type of transaction, the time it was carried out and the amount of the transaction.

#### **5. Method of data exchange with the Administration**

##### **Article 7**

Communication between the organizer and the Administration, for the purpose of electronic reporting, is realized via broadband, cable or optical technology.

The organizer is obliged to:

- 1) provide a connection from one permanent (static) IP address from which data exchange with the ICS is carried out exclusively, the transmission speed of which meets the needs of the expected traffic and which must not be less than 50 Mb/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) ensure the sending of verified secure data that must not endanger the software solution of the Administration;
- 5) authorize and report to the Administration two responsible persons for reporting to the Administration.

The organizer is obliged to ensure the integrity of the ICS, the protection of data, information and processes from unauthorized or unforeseen changes, by disabling privileged access to the information system.

The organizer is obliged to ensure that, in all cases of connection interruption, data is stored from the moment of connection interruption until the moment of connection establishment and to deliver this data to the Administration immediately upon connection establishment.

The Organizer is obliged to enable the Administration to access the ICS remotely via a private communications network (VPN).

## **Article 8**

An electronic transaction is any individual payment and withdrawal recorded on the software for organizing special games of chance through means of electronic communication, which is recorded electronically within the organizer's ICS.

An individual electronic transaction is sent simultaneously, i.e. in real time, to the organizer's ICS using secure protocols.

Data integrity, in the event of loss or degradation of the communication link between the software for organizing special games of chance through means of electronic communication and the ICS of the organizer, must be ensured by data storage systems with backup copies on a data storage and retrieval medium.

An individual transaction referred to in paragraph 1 of this Article is entered into the Administration's software solution simultaneously, i.e. in real time, by generating a request for entry of the transaction.

The request for entering a transaction into the Administration's software solution consists of an API header for authorization forwarded by encryption certificate protection (SSL), while the transaction details are sent in the message body.

The Administration's software solution sends feedback to the organizer's ICS confirming the success of entering the transaction into its system.

The details of the transaction referred to in paragraph 5 of this Article and the details of sending the information referred to in paragraph 6 of this Article shall be provided by the Administration in an appropriate instruction.

The organizer is obliged to submit monthly reports to the Administration by the fifth day of the month for the previous month, electronically by connecting to the Administration's web service.

## **Article 9**

The organizer is obliged to provide the Administration with access to the database referred to in Article 2, paragraph 3, item 6 of this Rulebook, in order to verify the data submitted to the Administration in accordance with the Law.

Details of the procedures, as well as the set of information referred to in paragraph 1 of this Article, shall be provided by the Administration in an appropriate instruction.

## **6. Final provisions**

### **Article 10**

This Regulation enter into force on the eighth day after its publication in the "Official Gazette of the Republic of Serbia".