

Cookies Policy

Our online gaming and sports betting platform www.luckygames.be (hereinafter "the Site") uses cookies to improve your online experience and offer you personalized content.

You have the option to accept or refuse cookies that are non-essential to the functioning of the www.luckygames.be site at any time.

However, to continue navigating on our Site, you must either accept the cookies, or refuse them by managing your preferences via the Cookie settings tab.

In this Policy you will find all necessary information, as well as the options available to you to indicate your cookie preferences. Do not hesitate to consult our privacy policy for broader information on the processing of your personal data.

We invite you to carefully read this information.

Any questions? Please don't hesitate to contact us at this address: support@luckygames.be or directly on our website at <https://support.luckygames.be/hc/fr-be>

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1. What is a cookie?

A cookie is information that is generally small and identified by a name, which can be transferred to your browser by a website you are connected to. Your web browser will save it for a certain period and resend it to the web server each time you reconnect.

Other similar technologies to cookies such as local storage are used. Local storage is a set of data created by your browsing device.

Certain cookies and similar technologies are necessary for the Site's functioning, for example, cookies allow you to log in to the Site and manage your deposits and winnings. Others are used to improve your gaming experience, for example, your language choice; when you visit the site again, this cookie will allow your browser to be recognized and, therefore, keep your language choice. Others are used to give you personalized content or adverts.

Below, you will find (§2) the list of cookies the Site and its partners use.

The retention period for cookies varies depending on the type of cookie. Certain cookies are automatically deleted when you leave the Site; others are saved for longer; the retention period of cookies is defined below (§2).

2. Why does the Site use cookies?

The Site and its partners use four (4) categories of cookies, namely:

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- Essential cookies: the cookies that are necessary for the functioning of the Site and, notably, for the purposes of allowing players to access the offer of online gaming and betting, and allowing the Site to fulfill these legal and contractual obligations;
- Cookies to improve user experience: the cookies that improve online experience (preferences, etc.);
- Performance cookies: the cookies that measure the Site's performance and adverts displayed;
- Cookies for advertising purposes: the cookies that allow you to receive advertising, particularly personalized adverts and create a personalized profile so you are not shown adverts that do not correspond to your profile.

The use of cookies by the Site and its partners requires your consent with the exception of essential cookies.

You will find the list of cookies and similar technologies below. This list is non-exhaustive and is likely to change on the understanding that the Site will request your consent for all non-functional cookies.

2.1. Essential cookies

Cookies	Function	Length of storage
ASP.NET_SessionId	Management of the player's session	Session

Third Party Cookies	Third Party	Function	Length of storage
io_token_* f-token_*	Iovation	Anti-fraud management	1 year 1 year
_cfduid	cloudflare	Cybersecurity prevention	29 days
didomi_token euconsent-v2	Didomi	Memorize consent information for cookie management	15 min 1 year

Local storage	Function
i18nextLng	Memorize the language to be used for the content of the site
ZD-suid ZD-store ZD-arturos ZD-buid	Management of livechat, help centre and access to support
io_temp fp_temp	Anti-fraud management

2.2. Cookies to improve user experience

Local Storage	Function
lastVisit	Memorize the last visit of the user on the site
searchHistory	Memorize the history of searches made within the site
hasUserAlreadyLoggedIn	Memorize the user's previous connections to the site

2.3. Performance cookies

Third Party Cookies	Third Party	Function	Length of storage
fs_uid	Fullstory	Visualize the player's experience during their Site visit	4 months

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_gid _ga	Google Analytics	Memorize a unique username and visits for statistical purposes	1 day 1 day 2 years 2 years
_dd_s	Datadog	Real-time performance measurement. Fault detection	1 day

2.4. Cookies for advertising purposes

Currently, no information or cookies are used for this purpose.

2. How to identify and manage the cookies used by the Site?

Whether on your computer or on your mobile phone, you are free to manage your preferences in terms of consent to the cookies used by the Site and its partners by configuring your cookies via the Cookie settings tab.

Please note that most browsers are configured to automatically accept cookies. You are free to set your browser so it sends a notice when a cookie is used and therefore you can accept it or not.

Browser (computer)	
Firefox	https://support.mozilla.org/en-US/kb/clear-cookies-and-site-data-firefox
Chrome	https://support.google.com/chrome/answer/95647?hl=en
Safari	https://support.apple.com/guide/safari/manage-cookies-and-website-data-sfri11471/mac
Internet explorer	https://support.microsoft.com/en-us/topic/delete-and-manage-cookies-168dab11-0753-043d-7c16-ed5947fc64d
Browser (mobile phone)	
Firefox	https://support.mozilla.org/en-US/kb/clear-your-browsing-history-and-other-personal-data
Chrome	https://support.google.com/chrome/answer/95647?hl=en
Safari	https://support.apple.com/en-us/HT201265
Microsoft Edge	https://support.microsoft.com/en-us/microsoft-edge/delete-cookies-in-microsoft-edge-63947406-40ac-c3b8-57b9-2a946a29ae09

Please note it is also possible that third parties could use cookies to generate traffic without LUCIANA BVBA consent. You have the option of deleting these cookies by directly contacting these third parties: [Google](#), [Fullstory](#), etc.

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3. Contact

3.1. Contact details of the Site manager

The Site is operated by LUCIANA BVBA who can be contacted for any questions relating to cookies and personal data protection:

- By mail: Luciana BVBA, Breydelstraat 9, 2018 Antwerpen
- By email: privacy@luckygames.be

The LUCIANA BVBA Data protection officer can be contacted at the same address.

3.2. Contact details of the Data protection authority

Conforming to Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and the law of 30 July 2018, you have the right to request extra information or make a complaint to the Data protection authority; their contact details are:

Address: Rue de la Presse, 35, 1000 Bruxelles

Telephone: +32 (0)2 274 48 00

Email: contact@apd-gdba.be