

Sec. 12-865-23. Voluntary Self-Exclusion Procedures

(a) The department shall create and maintain a voluntary self-exclusion list for all gaming under the act. Any individual may have the individual's name included on the self-exclusion list by submitting a request in the manner and form prescribed by the department.

(b) Online gaming operators may create a voluntary self-exclusion portal, incorporated into their electronic wagering platform and made conspicuously available through the internet website and mobile application, where individuals may request inclusion on the list. The department shall require specific information to be collected from and disclosed to individuals for the purpose of the online gaming operator's voluntary self-exclusion list.

(c) An individual requesting placement on the self-exclusion list shall submit a completed request for self-exclusion online, in a form and method prescribed by the commissioner, or at a location approved by department.

(d) The voluntary self-exclusion form utilized by an online gaming operator or sports wagering retailer shall be approved in writing by the department. At the time of requesting self-exclusion through the online gaming operator or sports wagering retailer, an individual may be required, as prescribed by the department, to provide the following information:

- (1) Name, including any aliases or nicknames;
- (2) Social Security number or other government issued identification number;
- (3) Date of birth;
- (4) Address of current residence;
- (5) Telephone number;
- (6) Electronic mail address or addresses, or such other information as needed to exclude such individual from targeted advertising;
- (7) A copy of a valid government-issued photo identification containing the individual's signature and photograph;
- (8) Acknowledgement that the request for self-exclusion has been made voluntarily;
- (9) Acknowledgement that the request for self-exclusion will prohibit the individual from all forms of internet games and retail sports wagering authorized pursuant to the act and the individual will be subject to forfeiture of any winnings, or other things of value obtained as a result of engaging in gaming;
- (10) Acknowledgement that the individual will remain on the self-exclusion list until a request for removal pursuant to this section is approved, which request shall not be considered until the period of self-exclusion has lapsed;
- (11) Release that indemnifies and holds harmless the State, the gaming entity licensee and any licensee from and against any claims, damages, losses, expenses or liability arising out acts or omissions related to the oversight of or implementation of the self-exclusion list;
- (12) Certification that the information provided in the request is true and accurate; and
- (13) Such other information as the department may request to effectively identify an excluded person and implement the self-exclusion list.

(e) The duration of self-exclusion may be:

- (1) One year;
- (2) Five years; or
- (3) Lifetime.

(f) Online gaming operators and sports wagering retailers shall submit a list of all

requests made during the last thirty-six hour period by individuals for inclusion on the voluntary self-exclusion list to the department on a daily basis at a time specified by the department. Such list shall be sent in a format and manner prescribed by the department. The voluntary self-exclusion list shall be maintained in a secure database that is encrypted, copies of which will be made available to online gaming operators and sports wagering retailers to view and retrieve data from.

(g) Any information submitted by any individual to a gaming entity licensee or the state regarding such individual's participation in the voluntary self-exclusion process shall be treated as confidential information that would constitute an invasion of personal privacy if disclosed and shall not be distributed by any person beyond what is necessary to implement sections 12-865-1 to 12-865-34, inclusive, of the Regulations of Connecticut State Agencies and achieve the purposes of the voluntary self-exclusion list. Gaming entity licensees shall take all commercially reasonable actions to safeguard the information in the voluntary self-exclusion list from unauthorized distribution or release.

(h) The online gaming operator shall compare the operator's internet gaming accounts with the department's centralized voluntary self-exclusion list at least once daily. The online gaming operator shall suspend any account associated with an excluded person within four hours of retrieving the department's daily updated voluntary self-exclusion list or upon written notification from the department that such person has been included on the voluntary self-exclusion database, whichever is earlier.

(i) Online gaming operators and sports wagering retailers shall compare their internet gaming accounts with the voluntary self-exclusion list prior to sending any communications to patrons, other than communications solely related to account close-out, withdrawals, and security, to verify whether any of their patrons or targeted audience are included on the voluntary exclusion database. Where an online gaming operator or sports wagering retailer uses a third-party to send such communications, the third party shall sign a confidentiality agreement and affidavit affirming the third party's obligation to maintain the confidentiality of the information in the database prior to the third party's use of the database and prior to the third party's dissemination of any communication or other marketing material. Prior to contracting with any third-party communication service provider, the gaming entity licensee shall ensure that the third-party complies with the requirements of section 12-865-32 of the Regulations of Connecticut State Agencies.

(j) An individual requesting removal from the self-exclusion list shall be required to verify the individual's identity in a manner comparable to the verification performed when the request for inclusion on the list was made.

(k) If a patron has suspended his or her account or is on the voluntary self-exclusion list, a licensee shall not send gaming-related communications, advertisements or notices, other than communications solely related to account close-out, withdrawals, and security, to such patron while the internet gaming account is suspended or inactive.

(l) Compensation received from a fantasy contest, prizes or winnings received by an individual on the excluded persons list shall be forfeited and shall be dispensed to the patron or patrons who were the next runner- or runners-up and to each next eligible patron, for compensation related to a fantasy contest, if possible to determine, or the amounts deposited and won shall be dispensed to the chronic gamblers treatment rehabilitation account,

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established under section 17a-713 of the Connecticut General Statutes.

(m) In the event a patron has a pending sports wager and then self-excludes, the wager shall be cancelled, and the funds returned to the patron according to approved internal controls.

(Effective February 1, 2022)