

# AGCO Registrar’s Standards for Gaming

## Summary of Updates

### December 2014

The AGCO Registrar’s Standards for Gaming have been amended to incorporate eleven updates. The updated AGCO Registrar’s Standards for Gaming are now available on the AGCO Internet site:

- English: [http://www.agco.on.ca/pdfs/en/guides/4345\\_g.pdf](http://www.agco.on.ca/pdfs/en/guides/4345_g.pdf)
- French: [http://www.agco.on.ca/pdfs/fr/guides/4345\\_g.pdf](http://www.agco.on.ca/pdfs/fr/guides/4345_g.pdf)

The following is a list of the eleven updates and the corresponding page numbers in the English PDF document:

Updates	Page Number
Introduction under ‘Other Registrants’	4
Standard 1.12	12
Standard 1.14	13
Standard 1.37	17
Standard 1.44	18
Standard 1.45	18
Standard 3.1	22
Standard 4.3	24
Standard 4.5	24
Standard 7.11	30
Standard 11.2.1	43

In addition to the updates to the content, the PDF document now has bookmarks to enhance the navigation of the document.

The following chart highlights all of the specific updates.

<b>Updated Sections</b>
<p><b>Registrar’s Standards for Gaming – Introduction</b></p> <p><b>Other Registrants:</b></p> <p>In addition to OLG and Operators, certain Standards and Requirements also apply to other types of registered suppliers and gaming assistants. For purposes of clarity, the following registrants must comply with the following Standards and Requirements:</p> <ul style="list-style-type: none"> <li>• <b>All</b> Registered gaming-related suppliers: Standards 1.1 through 1.7, 1.9 through 1.12, 1.14 through 1.18, 1.22, 1.25 through 1.33, 1.35, 1.37 through 1.39, 1.41, 1.43 through 1.46, 2.4, 2.8, 2.11, 4.2, 4.3, 4.5 through to 4.8, 4.11, 5.2 and 5.8.</li> <li>• <b>Registered gaming related suppliers for iGaming: Standards 1.13, 1.19, 1.20, 1.21, 1.23, 1.24, 1.34, 1.36, 1.40, 2.09, 2.10, 2.12, 2.13, 3.03, 4.01, 4.04, 4.10, 4.13, 5.03, 5.06, 5.07, 9.04, 9.05, 9.06, 9.07, 9.08, 9.09, 9.10, 9.21 through 9.26, 9.28 through 9.46, 10.04 through 10.17, 10.19 through 10.34, 12.01, 12.04, 12.05.</b></li> <li>• Registered non-gaming-related suppliers and trade unions: Standards 1.1 and 1.46.</li> <li>• Registered gaming assistants: Standards 1.4, 1.6 and 1.46.</li> </ul> <p>The Registrar may direct any registered supplier or registered gaming assistant to comply with any additional Standards and Requirements, as considered necessary to enhance and preserve the integrity of and public confidence in gaming in Ontario. The Registrar may also propose additional terms of registration specific to an Operator or other registrant to give effect to the purposes of the GCA.</p>
<p><b>1.12 – All-Information, including logs, related to compliance with the law, the Standards and the Requirements and/ or adherence with control activities shall be retained for a minimum of three (3) years, unless otherwise stated.</b></p>

## Updated Sections

**1.14 - Compliance with the Standards and Requirements shall be documented in an organized manner to ensure that the information is capable of being reviewed and audited by an independent oversight function.**

**Requirements** – At a minimum:

1. **All** Documentation shall be reviewed and analyzed to ensure compliance with the Standards and Requirements, and approved by management.
2. Internal and external auditors shall be granted access to all relevant systems, documentation (including control activities) and resources for the purpose of conducting an audit.
3. Where directed, Operators and gaming-related suppliers shall retain an independent auditor acceptable to the Registrar to carry out audits required by the Registrar and provide copies of the audit reports to the Registrar.

**Guidance:** *The intent of this Requirement is to allow the Registrar to direct third party audits where he considers necessary for regulatory assurance purposes. Although the auditor would be retained by the Operator or gaming-related supplier in these circumstances, it would report directly to the Registrar.*

4. In reviewing control activities for compliance with the Standards and Requirements, internal and external auditors shall take into account the Registrar's expectations, as articulated herein.

**1.37 - All player information shall be stored and maintained within Ontario.**

**Requirements** – At a minimum:

1. Data protection requirements for player personal information shall meet those set out in the Freedom of Information and Protection of Privacy Act.
2. **Any movement** of player personal information outside of Ontario shall only occur with player consent, **unless the movement of player personal information outside of Ontario is for the purposes of fulfilling OLG's legal obligations under the Proceeds of Crime (Money Laundering) and Terrorist Financing Act.**
3. Player information shall only be used for OLG's business unless there is prior approval from OLG.

**1.44 – All Operators (including OLG) and gaming-related suppliers shall provide the Registrar with a list of suppliers that provide them with goods or services in relation to lottery schemes and shall ensure that this list is kept up to date.**

**1.45 – Operators and gaming-related suppliers shall comply with applicable technical standards issued by the Registrar.**

**3.1 – Only eligible individuals are permitted access to a gaming site.**

**Requirements** – At a minimum:

1. A policy on eligibility of access to the gaming site, play and payment of prizes shall be established, implemented and made public.
2. The following individuals shall not be permitted access to the gaming site:
  - a. An individual under 19 years of age where the gaming site is a Casino;
  - b. An individual under 19 years of age where the gaming site is an iGaming site, except where the individual is at least 18 years of age and is accessing the gaming site solely for the purpose of purchasing a lottery ticket;
  - c. An individual under 18 years of age where the gaming site is a cGaming site;
  - d. Individuals who appear to be intoxicated if the site is a physical premises;
  - e. Every individual who advises the Operator or OLG that the individual is participating in a self-exclusion process established by OLG that applies to the site, **unless the individual is accessing the gaming site in the course of their employment;**
  - f. An individual who is known by the Operator to have been restricted from accessing the gaming site or playing a lottery scheme as a condition of a court order;
  - g. Individuals who the Operator or OLG have reason to believe have been excluded from the site under subsection 3.6(1) of the GCA.

**4.3 - Lottery schemes must be conducted in accordance with the approved rules of play.**

**Requirements** – At a minimum:

1. All bets shall be accepted, processed and settled in accordance with the approved rules of play.
2. Adequate supervision of the lottery scheme is in place to ensure adherence to required procedures.
3. Devices that compromise or affect the integrity of the lottery scheme **as approved by the Registrar** shall not be permitted.

## Updated Sections

4.5 – All gaming systems and gaming supplies, including any subsequent modifications, shall be submitted to the Registrar for testing and approval, **at the expense of the supplier**, prior to being made available for play.

7.11 – ~~Prior to account creation the~~ **Players** shall acknowledge and accept the terms of the contract between the player and OLG **prior to account creation and shall acknowledge and accept any subsequent changes to the terms of the contract when the player logs onto their account.**

11.2.1 – Players shall be provided with an easy and obvious way to set gaming limits (financial or time based) upon registration and at any time after registration.

**Requirements** – At a minimum:

1. Players shall be provided with the option to set **betting**, loss and deposit limits during registration.