

Privacy Notice

This Privacy Notice governs the manner in which Automatic Systems Ltd and/or its agent/s, sub-contractor/s and/or Service Provider/s, hereafter referred to as “ASL” or “Us/We/Our”, collects personal information about you when you use our Website at <https://automaticsystemsLtd.mu/>, <https://supertote.mu/>, <https://superscore.mu/> and/or any underlying services supplied by ASL- all hereafter referred to as the “Services”.

ASL is committed to respecting and protecting your privacy, including any personal data which you may provide to us. Whenever you provide such information we will only use your information in line with the Mauritian Data Protection Act 2017, and where applicable, the General Data Protection Regulation (GDPR).

We will process your personal data in the manner set out in this Privacy Notice. Information may be provided to ASL via any Services, telephone calls or any other means. This Privacy Notice sets out how your personal information is collected, the basis on which it is collected, and how it will be processed and kept secure. Additional measures are in place to protect the confidentiality of any data which may be considered as sensitive. We will keep your information within ASL and our trusted third parties except where disclosure is required by law, for example to government bodies and law enforcement agencies.

Please read the following notice carefully to fully understand our practices and how we deal with personal data.

What information will we collect about you?

At registration on (<https://supertote.mu/>), you provide us with the following personal details:

- Name
- Mobile Phone
- National ID Number (you must be over 18)
- Country
- Email Address (optional)
- Account Number
- Account’s PIN

At registration on (<https://superscore.mu/>), you provide us with the following personal details:

- Title
- First Name, Other Names, Surname
- Date of Birth
- Email
- Identity Card No
- Street, Address, City, Country
- Password
- Mobile Number
- PIN Number
- Account Number
- Password

During the course of play, we may also request additional information and documentation such as proof of identity. We keep records of correspondence, whether via the Website, email, or other means.

Telephone calls to our Teletote service are monitored or recorded. We do this to check that we have carried out your instructions correctly, to resolve queries or issues and for regulatory purposes as required by the Gambling Regulatory Act.

How will ASL use the information it collects about you?

ASL collects, processes and stores personal information for the following reasons:

- For the performance of the contract between you and ASL, that is to provide you the services you want, for reasons such as account registration, validation, and administration purposes. Our terms & conditions (available at <https://supertote.mu/terms>) which you accept/have accepted at registration, set out the terms of the contract and the services we will provide.
- To comply with our legal and regulatory obligations and commitments, including those relating to responsible gaming and anti-money laundering.
- To communicate with you, including to respond to your inquiries and/or online requests and to send emails to the email address you provide to us for customer-service or business purposes.
- To send you informative communications about Horse Racing Seasons and our services. (You will be able to unsubscribe from ASL informative communications by clicking 'Unsubscribe' on the footer of the ASL informative email or you may contact help@tote.mu).

When do we share your personal information?

Please find below circumstances in which we share data with third parties:

- To notify you about any important changes or developments to the features and operation of products or services.
- When ordered to do so by any authority/regulatory body under any legal provision contained in the governing law.
- In order to establish, exercise or defend our legal rights.
- For fraud detection and control purposes, in cases where ASL has reasonable grounds to suspect irregularities with an account.
- With service providers to enable us to provide our services requested by you; such as the financial institutions or entities we use to facilitate processing payments.
- With external auditors, who perform an independent audit on our company to examine compliance with specific laws and rules applicable to gambling operators.

Data Transfer outside of Mauritius

Currently we do not transfer your Personal Data outside of Mauritius. However, our service providers located in Australia and the United States of America may be called upon to assist us with routine maintenance of our systems. We have taken all necessary measures to ensure that your information is protected to the same standards as it would be within Mauritius and according to the applicable privacy laws.

How long will ASL keep your information?

We will only retain your information for as long as is reasonably necessary to carry out the purposes outlined above and to satisfy our legal obligations.

As an existing customer, we will need to retain your information to meet our legal and contractual requirements. However, when you stop using our services, it is necessary to retain your personal information for a minimum length of time required to:

- Comply with legal obligations under local laws (for example, Gambling Regulatory Act and anti-money laundering regulations).
- Establish or defend legal claims (for example negligence claims) which could be made against us.

Any information relating to betting transaction will be stored for a period of up to seven (7) years as per requirements of the Gambling Regulatory Act.

Certain data relating to financial transactions can be stored for a maximum period of seven (7) years from when you stop using our services based on other relevant laws.

What rights do I have over my personal data?

Under the Mauritian Data Protection Act 2017, you have the following applicable rights based on the reason for which we use your personal data:

- Right to be Informed: As the owner of the data, you have the right to know what we use your personal data for, so as to be able to make informed decisions regarding the processing of such personal information.
- Right to Access your Information: You may request a copy of the personal information we hold about you.
- Right to Erasure (Right to be Forgotten): You may request us to delete data that we have about you. However, we may be obliged to retain this data for a specific period of time in accordance with any other laws. In this case, this data will not be deleted until the period has lapsed.
- Right to Rectification: You can contact us to correct and rectify any information we hold and process about you which you believe is incorrect or incomplete.
- Right to Restrict Processing of Personal Data: You have the right to request ASL to limit the processing of your personal data in certain circumstances, for example during the investigation of a claim.
- Right to Object to Processing of Personal Data: You have the right to request ASL not to process your data when we are processing it based on our legitimate interest. However, we may be obliged to continue the processing if required by any other law.
- Right to withdraw consent: When we rely on your consent as the basis to process your personal information – such as for communications, you have the right to withdraw your consent at any time.

To exercise your rights, please contact ASL using the following contact details:

The Data Protection Officer
Automatic Systems Ltd
Champ de Mars,
Port Louis,
Mauritius
DPO@tote.mu

Privacy & Cookies

Cookies are small text files which are stored on your computer or mobile device when you visit certain web pages. Cookies we use are necessary for some of our Services to work. To find out more about cookies, visit www.aboutcookies.org

Managing cookies – ASL will not process any non-technical cookies without your consent. If you'd prefer to restrict, block or delete cookies from ASL and/or any other website, you can use your browser to do this. Each browser is different, so check the 'Help' menu of your particular browser to learn how to change your cookie preferences. If you choose to disable all cookies we cannot guarantee the performance of our Services and some features may not work as expected.

Links to other websites - This Privacy Notice does not cover links to other websites found within the Services. We encourage you to read the privacy statements on the other websites you visit.

Updates to this Privacy Notice

ASL has the discretion to update this privacy notice at any time, and the revised version will be effective when it is posted. If we materially change the ways in which we use or share Personal Information previously collected from you through our Service, we will notify you through our Service, by email, or other communication.

Right to lodge a complaint

You may contact the Data Protection Officer (DPO) on DPO@tote.mu, if you wish to raise a complaint on how we have handled your personal data,

If you believe that we are not processing your personal data in accordance with the law or believe that we have not respected your rights, you may lodge a complaint to the data protection authority of Mauritius, the Data Protection Office (DPO). Please visit dataprotection.govmu.org for more details.

Last updated: 30 August 2024