

**ORDER OF THE DIRECTOR OF GAMING CONTROL AUTHORITY UNDER THE
MINISTRY OF FINANCE OF THE REPUBLIC OF LITHUANIA**

**OF THE STATE FOOD AND VETERINARY SERVICE
ON APPROVAL OF THE REQUIREMENTS FOR REMOTE GAMBLING
PLATFORMS**

Pursuant to Article 16(4), (6), and (7) of the Gaming Law of the Republic of Lithuania (as amended by Law No XIV-3080 of 7 November 2024):

1. I hereby approve the Requirements for Remote Gambling Platforms (attached).
2. I declare that this Order shall enter into force on 1 November 2025.

Director

REMOTE GAMBLING PLATFORM REQUIREMENTS

CHAPTER I GENERAL PROVISIONS

1. Requirements for remote gambling platforms ('Requirements') lay down general and technical requirements for remote gambling platforms (hereinafter referred to as 'platforms'), as well as the procedure for registering and labelling these platforms.

2. The requirements have been drawn up in accordance with the Gaming Law of the Republic of Lithuania (hereinafter 'the Gaming Law').

3. The requirements shall apply to companies holding licences and authorisations for the organisation of games of chance granting the right to conduct remote gaming activities in the Republic of Lithuania (hereinafter referred to as "companies").

4. The following terms are used in these Requirements:

4.1. **Client software** – software developed for the organisation of remote gaming and installed on the player's device.

4.2. **Player's interface** – the interface of the player's software or internet browser in which the player interacts with the remote gaming device.

4.3. **The game cycle** – all the activities and communications of a remote gaming device that take place during a single gaming session.

4.4. **Player's device** – a device by which a player participates in remote gaming.

4.5. **Game cycle component** – a gaming component that can only be started after the presentation of the main gaming result and completed before the end of the gaming cycle.

4.6. **Player's session** – all activities and communications carried out by the player with an established identity and the remote gaming device during the period from the connection of the player with an established identity to the platform until his or her disconnection from the platform.

4.7. **Platform external components** – third-party external software linked to and used by the platform.

4.8. **Player's gaming account** – the account in which the player's funds are recorded during financial operations.

4.9. **Change history** – an information management function on the platform that modifies the original data recorded in the database by adding or supplementing new data.

4.10. **Monetary operations** – any payment, transfer or receipt of money from the player's payment institution to the player's gaming account managed by the company and from it.

4.11. **Financial operations** – monetary operations or actions carried out by the player and the gaming company in connection with the bet made, the payment of winnings, the deduction of tax or the cancellation of the bet.

5. Other terms used in the Requirements shall be understood as defined in the Gaming Law.

CHAPTER II

GENERAL REQUIREMENTS FOR PLATFORMS

6. The Platform must automatically check:

6.1. the components of the platform and the remote gaming machine and other components influencing gaming result, ensuring authenticity and integrity of the data by means of a

digital signature (e.g., SHA checksums) or other equivalent methods, when the remote gaming machine and platform are activated and at least every 24 hours after activation;

6.2. the authenticity of the player's software (if used for communication between the remote gaming device and the player's device) by means of a digital signature (e.g. SHA checksums) or other equivalent methods, when the player's software connects to the remote gaming device and platform and at least every 24 hours after connecting to the platform and the remote gaming device.

7. All results of authenticity checks performed by the platform and the remote gaming device must be stored in the platform database for at least 90 calendar days, and in the event of an inspection by the gaming operator, until the end of such inspection.

8. If the Platform detects any inconsistencies (errors) in the authenticity of the components comprising it and/or the remote gaming device, it shall stop all remote gaming activities in which inconsistencies (errors) have been identified and components that may be affected by inconsistencies (errors).

9. If the platform or the player's software detects any inconsistencies in the authenticity of the components of the player's software or any malfunction in the connection among the remote gaming device, the player's software, or the platform, it must stop the player's software activity.

10. The platform must be designed in such a way that it can be securely verified locally and remotely by identifying the installed software, including the software components of the platform and the remote gaming device for automatic verification (hereinafter 'the remote gaming device software') and their versions, at a systematic level using an external, third-party, reliable verification tool (hereinafter 'the external verification tool'). The reliability of the external verification tool must be assessed by an accredited body (laboratory).

11. Information stored on the platform must be directly accessible and centrally managed. If it is stored on the platform's external components, it must be directly linked to the platform so that the information and the platform's information and remote gaming device software can be verified using an external verification tool or by connecting directly to the platform.

12. Login credentials must be issued to the Supervisory Authority to ensure that they allow direct access to the external verification tool and platform.

13. The Platform must ensure that only persons having such a right may be able to change the platform's and the remote gaming device's operating events (activations and deactivations of the remote gaming device, malfunctions, gaming stoppages and activations) (hereinafter 'important events'), accounting and reporting data, external component data of the Platform, and other data and files subject to change. All changes made must be available when generating a change history report. When modifying the above-mentioned data, the platform must record and store:

13.1. Modified data element;

13.2. the value of the data element before the change;

13.3. the value of the data element after the change;

13.4. the date and time of the amendment of the data element;

13.5. Name of the person who made the change.

13.6. Information notice on the reason for the amendment.

14. The platform must have an internal clock that records date and time or a time stamp service station (hereinafter referred to as 'internal clock'), which is synchronised with the remote gaming device and the platform's external components, and is used to:

14.1. create timestamps for capturing platform data;

14.2. prepare reports;

14.3. display to the player during the player's session

14.4. The platform must display the time in the Lithuanian time zone, which must be permanently and at any time clearly visible to the player during the player's session and displayed in accordance with the procedure laid down in the Guidelines for Responsible Gaming approved by the Supervisory Service.

15. The platform must restore data of at least one of the last games players did on a remote gaming device:

15.1. the date and time of the start and end of the game;

15.2. the amount of money or number of credits the player possessed before and after the game;

15.3. the total amount of bets;

15.4. the amount of money won or the number of credits;

15.5. the total amount of money won or the number of credits;

15.6. the supply of gaming;

15.7. the gaming event and its outcome;

15.8. the choices made by the player during the game and its outcome;

15.9. the results of the elements of the gaming cycle;

15.10. repetition of the entire game.

16. The Player's software and device must not:

16.1. contain logic that determines the outcome of the game;

16.2. continue the gaming after losing connection to a remote gaming device and platform;

16.3. store the data that is intended to be collected on the platform.

17. The exchange of data among players' software, devices, and platforms, except for chat functions (textual, audio, visual, etc.) and permitted files (user photos and descriptions, other photos, etc.), is prohibited.

18. The functionality of the player's software, which is not related to gaming, must not affect gaming.

19. Before the creation of the player's session, the platform, together with the player's software and remote gaming device, must identify any incompatibilities or restrictions that would prevent the player's software from functioning properly with the remote gaming device.

20. If the platform identifies incompatibilities and limitations of a remote gaming device, it must:

20.1. inform the player about the identified incompatibilities and restrictions;

20.2. not to create a player's session until incompatibilities and restrictions are eliminated.

20.3. The platform in the remote gaming device must be able to suspend and activate all or certain games and players' sessions.

21. At the time of the conclusion of the gaming agreement, during the identification of the player, the gaming agreement and identification data provided in the fields of the player's registration form, verified by the company, must be entered into the platform's database.

22. The transmission and storage of data among the platform, other external components of the platform, the remote gaming device and the player's software must be encrypted using advanced encryption algorithms and secure communication protocols that prevent unauthorised interception, modification or use.

23. All data and copies thereof must be stored on the platform in an architecture that protects the integrity of this data in the event of a failure and does not result in the loss or damage of the data and/or copies thereof due to a partial failure of the platform.

24. When a player connects to a remote gambling platform, two-factor authentication must be used no less than once a month.

25. When the player starts interacting with the platform, the following must be recorded:

25.1. plug in date and time;

25.2. IP address and IP address changes in real time, until the end of the player's interaction with the platform

25.3. disconnection date and time.

26. On the platform and/or the platform's external components, copies of these documents, the date of their update, and other data generated digitally using different file formats and database entries must be collected and stored:

26.1. at the time of identification of the player;

- 26.2. at the time of signing the remote gaming agreement of the player and its renewal and amendment;
- 26.3. at the time of the identification of the source of the player's funds and assets;
- 26.4. In cases of modification, deletion, retrieval, or other impacts on copies and data of documents, all changes shall be recorded and stored on the platform.
27. Platforms and/or external components of the platform must record and store all communications between the company and gamblers. Communication with players must be digitally stored in various file formats, database entries, or other analogous means in such a way that they remain unchanged at the time of capture.
28. All modifications, deletions, retrievals, or other impacts on the company's communication with players stored in the platform's and/or platform's external component systems must be recorded and stored on the platform.
29. The platform does not allow the creation of a gaming account for persons under the age of 21 and persons entered in the Register of Persons Restricted from Participation in Gambling (hereinafter referred to as the Register).
30. The platform, by automatic means, before creating new players' gaming accounts and when existing players connect to the platform, applies to the register and receives a reply as to whether or not the persons have restricted their ability to gamble. If the platform does not perform the function of applying and receiving a response, it must suspend the possibility of creating new players' gaming accounts and prevent players from connecting to the platform.
31. Without any action performed by the player, the platform automatically disconnects the player after 15 minutes and allows him or her to continue playing only after reconnecting to the platform.
32. The platform must implement the responsible gambling measures set out in Article 10⁴ of the Gaming Law, in accordance with the requirements of the Supervisory Authority and of the companies' responsible gaming assurance control system requirements, meanwhile data on all restrictive actions chosen by players must be recorded and stored in the platform's database.
33. The platform must have a function that allows the player to limit his or her monetary operations during the following calendar periods:
- 33.1. day (from 00:00 to 24:00), which may not be increased earlier than 48 hours after the submission of the request;
- 33.2. week (a week is considered to be a seven-day sequence from 0:00 on the 1st day of each calendar month to 24:00 on the 7th day, later starting on days 8, 15, 27, and 28 respectively, and the week beginning on the 28th shall end on the last day of that month), which may be extended the following week 48 hours after the request has been made;
- 33.3. month (from 00:00 on the first day of the month to 24:00 on the last day of that month), which may be increased the following month 48 hours after the submission of the request.
34. The platform must have a feature that allows the player to optionally limit player's session time; if the player requests to increase his or her session time, the changes take effect after 48 hours.
35. The platform must be able to monitor, detect, and identify the software used by players to place automated bets according to the following criteria:
- 35.1. speed and timing of the bets placed;
- 35.2. consistency of the bets placed;
- 35.3. consistency of monetary operations;
- 35.4. activity of the player's account;
- 35.5. analysis of the player's software and IP address.
36. The platform must be designed in such a way that the data, specified in Article 16(9)(1), (4), (7), (8), (9), and (10) of the Gaming Law is automatically uploaded to LAKIS platform at least every 30 days using a web-service.

CHAPTER III

REQUIREMENTS FOR PLAYER ACCOUNTS AND FINANCIAL OPERATIONS

37. A player may have one active gaming account on the platform at a time. If the player has inactive gaming accounts from the past, his or her must be linked to the main active gaming account. If a player terminates a remote gaming contract and does not have active gaming accounts, his or her former gaming account data must continue to be linked logically in the database.

38. Players are not allowed to conduct any financial or monetary operations on the company's platform among players' gaming accounts.

39. The platform must allow the creation, use, and closure of special functional gaming accounts for players, which are specifically identified in the platform database and used by the Supervisory Authority to perform supervisory actions. These functional gaming accounts of players must, by their mode of operation, be identical to the gaming accounts of the player intended for gaming.

40. Special functional gaming accounts for players may also be used by:

40.1. accredited bodies (laboratories) that perform certification of the platform and remote gaming devices;

40.2. manufacturers of remote gaming devices;

40.3. manufacturers of external components of the platform or systems linked to it;

40.4. developers and supervisors of platforms and remote gaming devices;

40.5. operators of games of chance for the purpose of organizing games of chance.

41. When the player performs monetary operations with the player's account, measures must be implemented to ensure full traceability of the receipt or crediting and payment of the money.

42. The player may not dispose of the money in the player's gaming account until it is received by the company or until the company receives a confirmation code issued by the payment institution indicating that the funds in this institution are confirmed. The validation code must be stored in the platform's database.

43. When a player performs monetary operations with his or her gaming account, these operations must be carried out directly to the account opened in the player's name with the payment institution. When performing cash transactions, the identity of the player (the player's name, surname, personal identification number (a foreign national's personal identification number or other unique sequence of characters assigned to the foreigner for the purpose of identifying the person or, failing this, the foreigner's date of birth) must be established for each monetary operation, and the data must be the same as specified in the remote gaming agreement.

44. During the player's monetary operations, the following data must be recorded and stored on the platform:

44.1. transaction ID;

44.2. the player's unique identification number (ID);

44.3. date, time;

44.4. name, surname, and personal identification number of the player (a foreign national's personal identification number or other unique sequence of characters assigned to the foreigner for the purpose of identifying the person or, failing this, the foreigner's date of birth);

44.5. the type of monetary operation (payment or payout) and the amount;

44.6. the account number or other identifying information of the account from which the monetary operation was made;

44.7. the fee for the execution of the transfer.

44.8. balance of the player's account at the end of the operation;

44.9. status of the monetary operation (ongoing, completed, etc.);

45. When the player places bets and gets winnings on the platform paid out, the following data must be recorded and stored:

45.1. the player's unique identification number (ID);

45.2. transaction ID;

- 45.3. date, time;
 - 45.4. the player's name, surname, personal identification number (a foreign national's personal identification number or other unique sequence of characters assigned to the foreigner for the purpose of identifying the person or, failing this, the foreigner's date of birth);
 - 45.5. the bet placed;
 - 45.6. additional amount of money or number of credits intended for gaming in that gaming cycle;
 - 45.7. type of gaming;
 - 45.8. name of the game and the version of the game or the event of the betting or game of chance;
 - 45.9. payments, commissions, or other fees collected by the company from the bet made by the player;
 - 45.10. the unique identification number of the game or table, if used;
 - 45.11. the unique identification number of the table of winnings;
 - 45.12. gaming status (ongoing, completed, etc.);
 - 45.13. version of the player's software, if used;
 - 45.14. information on the reasons for the suspension and activation of gaming and players' sessions;
 - 45.15. winnings paid out;
 - 45.16. other payouts and their reasons;
 - 45.17. after the payment of the winnings, the balance in the player's account.
46. If a player fails to perform a financial operation on the platform, a descriptive message must be recorded and stored explaining why the operation was not completed as initiated.

CHAPTER IV REPORTING REQUIREMENTS

47. The user interface of the platform and the external verification tool shall comply with the concept of simplicity, interactivity, and intuitiveness. All information stored on the platform must be made available to the Supervisory Authority with a clear visual representation, ensuring that a user connecting to it will require only standard skills for working with standard computer programs and websites.

48. The platform must have a tool that allows the creation of a change history report for review, as well as the downloading of tables in open file format, from the data stored on the platform according to:

- 48.1. date and time;
- 48.2. the player's first name, surname, personal identification number (a foreign national's personal identification number or other unique sequence of characters assigned to the foreigner for the purpose of identifying the person or, failing this, the foreigner's date of birth) and nationality;
- 48.3. components from the manufacturer of the remote gaming device;
- 48.4. financial operations;
- 48.5. the gaming-restrictive actions taken by the player, as specified in Article 10⁴(3) of the Gaming Law.

49. The platform must have a tool that allows the creation of a financial report for review, as well as the downloading of tables, in an open file format, from the data on the platform according to:

- 49.1. date and time;
- 49.2. player's name, surname, personal identification number (the foreign national's personal identification number or other unique sequence of characters assigned to the foreigner for the purpose of identifying the person or, failing this, the foreigner's date of birth) and nationality;
- 49.3. the type of remote gambling;
- 49.4. the amounts paid for participation in the game;

- 49.5. the paid-out winnings;
- 49.6. the result of the activity (from the sums paid for participation in the game, after the payment of winnings, the result of the activity is obtained).

CHAPTER V PLATFORM LABELLING AND REGISTRATION

50. The platform, which has been authorised by the Supervisory Authority, must be marked with a special identification label.

51. The platform's special identification label (hereinafter referred to as 'label') means a horizontal inscription with a series (LPT PN) corresponding to the type of device and a six-digit number.

52. The series and number of the label shall be specified in the Order of the Director of the Supervisory Authority on the issue, supplementation or amendment of the authorisation to organise remote gaming, which grants the company the right to operate the platform.

53. The number of the label shall start with 000001 and continue in ascending order.

54. Information on the labels awarded to the platforms (series and number) shall be stored in the Logbook of Remote Gambling Platforms (hereinafter referred to as the 'Logbook').

55. Platforms shall be labelled before they are used.

56. Having established the identity of the platform, the representative of the company shall label it electronically. The choice of labelling methods for platforms is at the discretion of the companies. The label must be clearly visible to the responsible staff of the Supervisory Authority when they connect to the platform.

57. Platforms are registered in the Logbook, where the following information on the platform shall be recorded:

57.1. manufacturer;

57.2. IP address,

57.3. the address of the site;

57.4. the number and date of issue of the certificate confirming that the platform complies with the Gaming Law and these Requirements, and the name of the accredited body (laboratory) that issued it;

57.5. the series and number of the platform's special identification label;

57.6. details of the company operating the platform (name, legal form, registered office, code);

57.7. the number of the Order of the Director of the Supervisory Authority authorising the operation of the platform, the date of signature, and the date of entry into force;

57.8. the number, date of signature, and date of entry into force of the Order of the Director of the Supervisory Authority withdrawing the authorisation to operate the platform.

57.9. The logbook contains the relevant data at the time of completion of the Logbook.

57.10. The logbook shall be maintained by the responsible staff of the Supervisory Authority.

57.11. The logbook data shall be updated within 1 working day from the date of receipt of the information about the change of the data.

57.12. Information about the series and the numbers of labels shall be published on the website of the Supervisory Authority.

57.13. The label shall cease to be valid from the date of entry into force of the Order of the Director of the Supervisory Authority withdrawing the authorisation to operate the platform.

CHAPTER VI FINAL PROVISIONS

58. Companies that have violated the requirements set out in the Requirements shall be held liable in accordance with the procedure laid down in the Gaming Law.
