

## **24 NCAC 06A .0715 ACCOUNT CLOSURE**

An Operator shall provide a conspicuous and readily accessible method for a Registered Player to close their Wagering Account through the Account management or similar page or through the Operator's customer support team.

- (1) Upon closure by the Registered Player, funds remaining in the Wagering Account shall be refunded to the Player, if pursuant to the Operator's Internal Controls the Operator acknowledges that the funds have cleared and no investigation by the Commission or other government authority regarding the funds is pending.
- (2) As part of the of the Account closure process, the Registered Player shall be provided the opportunity to elect to have their Personal Information deleted or rendered no longer useable or accessible by the Operator, its agents, or its Affiliates. The Operator may deny such request from a Registered Player if maintaining the Personal Information is necessary to:
  - (a) perform any obligations under these Rules or the General Statutes;
  - (b) complete the transaction for which the Personal Information was collected, provide a good or service requested by the Individual, or reasonably anticipated within the context of a business's ongoing business relationship with the Individual, or otherwise perform a contract between the business and the Individual;
  - (c) detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity; or prosecute those responsible for that activity;
  - (d) debug to identify and repair errors that impair existing intended functionality;
  - (e) to enable solely internal uses that are reasonably aligned with the expectations of the consumer based on the consumer's relationship with the business; or
  - (f) comply with any other legal obligation.

*History Note: Authority G.S. 18C-114(a)(14);  
Previously adopted as Rule 1G-015;  
Eff. January 8, 2024;  
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