

<b>STN</b>	<b>Online hazardné hry Markery poškodenia na podporu identifikácie a prevencie rizikového a problémového správania hráčov</b>	<b>STN EN 18144</b>  96 3092
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Online gambling - Markers of harm in support of identification and prevention of risky and problem gambling behaviour

Táto norma obsahuje anglickú verziu európskej normy.  
This standard includes the English version of the European Standard.

Táto norma bola oznámená vo Vestníku ÚNMS SR č. 02/26

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EUROPEAN STANDARD

**EN 18144**

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English Version

## Online gambling - Markers of harm in support of identification and prevention of risky and problem gambling behaviour

Jeux d'argent et de hasard en ligne - Indicateurs de dommage à l'appui de l'identification et de la prévention des comportements dangereux et problématiques de jeu

Online-Glücksspiel - Risikoindikatoren zur Unterstützung bei der Erkennung und Prävention von riskantem und problematischem Glücksspielverhalten

This European Standard was approved by CEN on 26 October 2025.

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EUROPEAN COMMITTEE FOR STANDARDIZATION  
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EUROPÄISCHES KOMITEE FÜR NORMUNG

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**EN 18144:2025 (E)****European foreword**

This document (EN 18144:2025) has been prepared by Technical Committee CEN/TC 456 “Reporting in support of online gambling supervision”, the secretariat of which is held by AFNOR.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by May 2026, and conflicting national standards shall be withdrawn at the latest by May 2026.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

Any feedback and questions on this document should be directed to the users’ national standards body. A complete listing of these bodies can be found on the CEN website.

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## Introduction

This document outlines the essential set of markers of harm that are considered by online gambling operators for detecting players with problematic gambling behaviour for the purpose of promoting safer gambling. This document seeks to enhance consumer protection. The term “markers of harm” in this document refer to individual behavioural variables that can help identify and assess the risk of gambling-related harm. These markers can be used to analyse and to understand the patterns and behaviours of individuals engaged in online gambling and to develop strategies for minimizing harm. Several studies have explored different markers of harm and their relationship to each other, as well as their potential for harm reduction in online gambling. A list of these studies can be found in Annex A.

Online gambling operators are afforded the opportunity to incorporate this document into their individual behavioural analytics systems. Consequently, it serves as a foundational framework applicable both to in-house technological solution development by operators and when they opt to engage external service providers for analytical purposes. This document refrains from dictating specific trigger points, thresholds, or the intervention mechanisms that online gambling operators can employ when engaging with players identified as being at risk. Adherence to this document does not in itself ensure a good responsible gambling policy. Furthermore, the introduction of such a standard makes it possible for gambling regulatory authorities to make demands about following the standard or parts hereof.

The proposal for a standard on markers of harm does not aim to function as a medical evaluation of gambling addiction, nor does it seek to establish a new behavioural model for defining harm. Then, this document is not intended to replace or contradict the public health perspective on gambling-related harms which define markers of harm in a holistic, multidimensional approach as “the adverse impacts from gambling on the health and wellbeing of individuals, families, communities and society” (Wardle et al. 2018). These harms affect resources, relationships and health. The impact from them may be short-lived but can be durable, having enduring consequences and exacerbating existing inequalities. The impact of these harms can be felt by individuals, families and communities. The markers of harm in this document exclusively concern objective measures drawn from customer tracking to capture individual’s behavioural signs which could be indicative of risky patterns.

Moreover, it is recalled that scientific research highlights that certain social categories are more at risk than other of developing excessive or pathological gambling. Furthermore, scientific research provides solid evidence that specific categories, subcategories and features of gambling products exhibits stronger associations with behavioural markers of harm than others (Håkansson & Widinghoff 2020; Delfabbro et al 2023).

It signifies a commitment on the part of users of the standard to consider and actively examine all pertinent parameters and markers. This ensures that they cannot assert a lack of analysis of the data or a failure to identify and respond to potential issues. Moreover, it serves as an intrinsic objective for operators to engage with this document, integrating the latest knowledge and insights into their practices. This proactive engagement is crucial, particularly as the standard undergoes periodic evaluation, with potential updates contemplated as part of the routine standard review process.

This document can support CEN Member jurisdictions where duty of care rules are few or do not yet exist. Indeed, among the CEN Member countries there are jurisdictions with very different gambling regulatory frameworks, some of which have very strict duty of care rules.

Then, given the divergent regulation of all forms of gambling, it is the responsibility of the operators and suppliers to ensure compliance with the requirements of each Member State.

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This document will provide a voluntary tool to the gambling regulatory authorities in the Member States, without prejudice to the competence of Member States in the regulation of online gambling. It does not impose any obligation on them to introduce or alter requirements related to the markers of harm that are considered by online gambling operators for detecting players with problematic gambling behaviour for the purpose of promoting safer gambling or to authorise or deny authorisation to any operators or suppliers for example where the national gambling legislation imposes other rules. Member States remain competent to define which games reporting should take place.

## **1 Scope**

This document defines markers of harm in online gambling. It is a minimum set of markers to analyse. The individual indicators can be analysed over additional time spans as well as in excess of those required, and other markers can be added to the analysis as well.

In the event that the collection or analysis of data for a limited set of markers is prohibited within a specific jurisdiction (for example, where legislation prevents it), operators can still be compliant with the standard provided that only these markers are omitted, and only for players who fall under that specific jurisdiction.

This document does not provide guidelines regarding the interventions to be employed when addressing individuals with gambling issues, nor does it establish predefined thresholds for intervention.

## **2 Normative references**

There are no normative references in this document.

**koniec náhľadu – text ďalej pokračuje v platenej verzii STN**