

Maximum Active Subscription Policy (Lottery)

Ellen MacArthur Foundation ('EMF', 'our', 'we') and our External Lottery Manager, Postcode Lottery Limited trading as People's Postcode Lottery ('PPL'), are committed to ensuring that our lottery is operated in a fair and open way as a socially responsible operator. While society lotteries are not associated with high levels of problem gambling, we and PPL ensure that at-risk players are supported. The amount of active subscriptions is limited to a maximum of six and a maximum of three per transaction. PPL, in operating our lottery, will:

- write to or call any players with six active monthly subscriptions to confirm their subscription level in the first month following sign-up or increase to six subscriptions;
- re-contact these players at a frequency not exceeding six monthly, by individual agreement with the player;
- where a payment has failed, contact the player immediately regardless of agreement with the player or the period since previous contact;
- if appropriate, make the player aware of available gambling support services and the self-exclusion option;
- record any correspondence or conversations on players' records and retain these for a minimum of three years.

REVIEW

This policy will be reviewed annually.