

LOTTERY SELF-EXCLUSION POLICY

Self-exclusion is a formal process whereby players can cease to participate in a lottery. Under contract EMF has a formal process to enable self-exclusion, recognising that despite being a low risk activity, it does not preclude the possibility of an at risk individual participating. Players can self-exclude by contacting our External Lottery Manager, Postcode Lottery Limited, operating as People's Postcode Lottery ('PPL'), by email [insert email address] or by Freephone on 0808 10 9 8 7 6 5.

PPL will mark your record accordingly within 2 working days of receipt of your self-exclusion notification. They will hold your details on a register to ensure that you are not entered into any future draws or sent any promotional material.

If you have purchased tickets in our lottery, and subsequently send PPL a self-exclusion notification, your subscription will be cancelled immediately. Any subsequent draws which have not been promoted and for which payment has been received, will be refunded up to a maximum of £10 per monthly subscription. You will not be entitled to any winnings against future draws for which participation has been revoked following a self-exclusion notification.

Period of exclusion

The minimum period of exclusion is 6 months. The exclusion period may be extended in six monthly increments following the end of it. If you would like to participate again in the lottery you can call the PPL helpline on 0808 10 9 8 7 6 5 (freephone). For remote gambling (by website or telephone sign-ups) you will be given the option to self-exclude for up to five years. At the end of the chosen exclusion period the self-exclusion remains in place for a further seven years unless you take a positive action to participate again. When taking a positive action after the self-exclusion period you will be given 24 hours to cool off before being allowed to participate.

Required information

In requesting self-exclusion, you agree to provide full and accurate personal details, now and in the future, so as to ensure that PPL is able to restrict your access to their services.

Your responsibilities

If you do choose to self-exclude PPL will use all reasonable endeavors to ensure your self-exclusion is complied with. However, in agreeing to self-exclude you accept that you have a parallel undertaking not to seek to circumvent the self-exclusion.

Accordingly, we do not have responsibility or liability for any subsequent consequences or losses howsoever caused, that you may suffer or incur if you commence or continue gambling by providing misleading, inaccurate or incomplete details or otherwise seek to circumvent the self-exclusion agreed.

Support available

If you are worried about your gambling or that of someone close to you, GambleAware (freephone: 0808 8020 133) provide support and information to help people make informed decisions about their gambling. They are open 8am to midnight, seven days a week.

REVIEW

This policy will be reviewed annually.