

Self-Exclusion Policy

PDSA Trading Limited is committed to ensuring that the lottery is operated in a secure, fair and socially responsible way and to endorsing responsible gambling amongst its members. The aim of this policy is to ensure that any supporters, who are concerned about their gambling habits, have the opportunity to self-exclude from our raffle programmes.

For PDSA activity:

To ensure that those who do not wish to participate in our lottery programmes are not able to the following flags are in place on our supporter database.

Any supporter wishing to self-exclude from the PDSA Raffle, will be flagged on our database, using communication and mailing block flags, as a do not mail, do not call and do not email in relation to any Prize Draw, Raffle or Cashcascade product. This ensures that PDSA does not contact the supporter regarding any of these gaming related products.

If the supporter who has previously asked to be excluded from lottery activity then attempts to transact against any of these products, a flag will pop up on the processing screen, advising the processor that this supporter has asked to not participate in supporting PDSA via the product. The prompt then directs the processor to the supporters notes, which will advise if and when they self-excluded. The processor will not process any transaction attempted by a supporter with these blocks in place.

For our contracted lottery programme with People's Postcode Lottery the following policy is in place:

To self-exclude please send an email to info@postcodelottery.co.uk with 'self-exclusion' in the title, and include your full name and address including postcode. Alternatively, you can phone our helpline on 0808 109 8765 (free phone).

We shall mark your record accordingly within 2 working days of receipt of your self-exclusion notification and will send you confirmation that your instruction has been applied to your account. We will hold your details on a register to ensure that you are not entered into any future draws and that we don't send you any promotional material.

If you have purchased tickets in our lottery, and subsequently send us a self-exclusion notification, your subscription will be cancelled immediately and 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 You will not be entitled to any winnings against future draws for which participation has been revoked following self-exclusion notification.

As People's Postcode Lottery operates multiple society lotteries, a notification of self-exclusion will automatically exclude playing from all lotteries we manage.

How long does self-exclusion extend to?

The minimum period of exclusion is 6 months, up to 12 months. If you would like to enter our lottery again after this period, you can call our helpline on 0808 109 8765 (free phone). If a self-excluded player

returns to play, there is a 24 hour cooling off period at any time within the 7-year minimum period after the self-exclusion period before play can become possible. A player will not be entitled to any winnings against future draws for which participation has been revoked and any monies refunded following self-exclusion notification.

Personal responsibilities

In requesting self-exclusion, you agree to provide full and accurate personal details, now and in the future, so as to ensure we are able to restrict your access to our services. If you do choose to self-exclude we will use all reasonable endeavours to ensure we comply with your self-exclusion. However, in agreeing to self-exclude you accept that you have a parallel undertaking not to seek to circumvent the self-exclusion.

Accordingly, neither People's Postcode Lottery nor any of the society lotteries we operate on behalf of, takes responsibility or liability for any subsequent consequences or losses 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 can provide support and information. GambleAware (0808 8020 133) provides information to help people make informed decisions about their gambling. They are open 8am to midnight, seven days a week.

Unsolicited mail

If you do not wish to receive any unsolicited mail you can register yourself with the UK's Mailing Preference Service, and you'll no longer receive such post.