

Lottery Self-Exclusion Policy

This policy outlines the commitment of ClientEarth to taking a responsible approach to gambling and its potential effects on individuals.

While subscription-based society lotteries offer the lowest risk of problem gambling, it is recognised that some players are unable to enjoy participation in such activity.

What is self-exclusion?

Self-exclusion is a formal process whereby individuals can cease to participate in the lottery.

How does self-exclusion happen?

Individuals can self-exclude by contacting the ELM by email or by Freephone 0808 1098765.

To self-exclude an individual must send an email to the ELM (the People's Postcode Lottery) atinfo@postcodelottery.co.uk with 'self-exclusion' in the title, and include their full name and address including postcode.

Alternatively, they can phone the People's Postcode Lottery helpline on 0808 1098765 (free phone).

The ELM shall mark the individual's record accordingly within 2 working days of receipt of the self-exclusion notification and will send confirmation that the instruction has been applied to the individual's account.

If an individual has purchased tickets in our lottery, and subsequently sends a self-exclusion notification, their 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.

An individual will not be entitled to any winnings against future draws for which participation has been revoked following self-exclusion notification.

How long does self-exclusion extend to?

The minimum self-exclusion period is not less than 6 months nor more than 12 months. The exclusion period may be extended in 6 monthly increments following the end of the exclusion period.

In terms of remote gambling, e.g. website and telephony sign ups, the individual must be given the option to exclude for up to 5 years. At the end of the chosen exclusion period the self-exclusion remains in place for a further 7 years unless the individual takes positive action to gamble again.

In terms of non-remote gambling, e.g. sign up by coupon, at the end of the exclusion period the self-exclusion remains in place for a further 6 months unless the individual takes positive action to gamble again.

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If an individual chooses not to extend their self-exclusion, and makes any positive request to begin gambling again during the 6-month period in terms of non-remote gambling or the 7-year period in terms of remote gambling following the end of their self-exclusion, they will be given 24 hours to cool off before being allowed participate in the lottery.

Irrespective of the expiry of the period of self-exclusion chosen by an individual, no marketing material will be sent to them unless and until they have asked for or agreed to accept such material.

Personal responsibilities

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

Accordingly, ClientEarth, takes no responsibility or liability for any subsequent consequences or losses that an individual may suffer or incur if they commence or continue gambling by providing misleading, inaccurate or incomplete details or otherwise seek to circumvent the self-exclusion agreed.

Support available

Whilst the majority of people do gamble within their means, for some, gambling can become a problem. As part of our commitment to promoting socially responsible gambling, the following guidance is provided for the benefit of individuals who participate in the lotteries operated by ClientEarth:

- Gambling should be entertaining and not seen as a way of making money
- Avoid chasing losses
- Only gamble what you can afford to lose
- Keep track of the time and amount you spend gambling

If you are concerned that gambling may have taken over your own or someone else's life, then then please contact a service such as [GambleAware](#), or 0808 8020 133 ,alternatively a full list of organisations which provide help and advice is available through the [Gambling Commission website](#).

Staff Training

In providing training to staff on their responsibilities for self-exclusion our EML will address self-exclusion in their induction training and will complete refresher training annually.

Relevant ClientEarth staff will also receive annual refresher training. Failure to comply with the Licence Conditions and Codes of Practice (LCCP) in taking action to prevent problem gambling could lead to the loss of the licence to operate from the Gambling Commission.

Date of policy 26 August 2020