

Friends of the Earth Climate Action Limited - Self Exclusion Policy (lottery)

This policy outlines Friends of the Earth Climate Action Limited's commitment from those it contracts to provide services connected with the delivery of its society lottery including its External Lottery Manager (ELM), People's Postcode Lottery (PPL).

Self-exclusion is a formal process whereby players can cease to participate in the lottery. Under contract the ELM has a formal process to enable self-exclusion. Players can self-exclude by contacting the ELM by email or by Freephone on 0808 10 9 8 7 6 5. The ELM marks the individual record accordingly within 2 working days of receipt of any self-exclusion notification. Details are held on a register to ensure that players are not entered into any future draws and will not be sent any promotional material.

If tickets have been purchased in the lottery and a player has subsequently sent a self-exclusion notification the 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.

An individual will not be entitled to any winnings against future draw for which participation has been revoked and any monies refunded following a self-exclusion notification.

Players may always exclude themselves from playing the lottery if they are worried about gambling or the level of gambling they are involved in.

Period of Exclusion

The minimum period of exclusion is 6 months and last up to 12 months. The exclusion period may be extended in 6 monthly increments following the end of the exclusion period.

PPL must close any customer accounts of an individual who has entered a self-exclusion agreement. The minimum initial self-exclusion period offered for non-remote gambling is of a duration of between 6 and 12 months. In terms of remote gambling the minimum self-exclusion period is from 6 months up to 5 years.

At the end of the period, the self-exclusion remains in place, unless the customer takes positive action in order to gamble again. No personalised marketing material will be sent to the individual unless the individual has taken positive action in order to gamble again and has specifically agreed to accept such material.

Where a customer chooses not to renew the self-exclusion, and makes a positive request to begin gambling again, the customer is given 24 hours to cool off before being allowed to reactivate their play.

Individual responsibilities

In requesting self-exclusion, a player agrees to provide full and accurate personal details, at the time of request and in the future, so as to ensure they are restricted from access to the lottery.

If a player chooses to self-exclude, the ELM will use all reasonable endeavours to ensure it complies 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.

Neither the ELM nor Friends of the Earth Climate Action Limited has responsibility or liability for any subsequent consequences or losses, howsoever caused, that a player 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.

If a player or someone close to them is worried about gambling, GamCare can provide support and information <https://www.gamcare.org.uk/get-support/talk-to-us-now/> or 0808 8020 133.

Guidelines for Responsible Gambling

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 lotteries run by our ELM:

- 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 please contact a service such as GamCare, www.gambleaware.co.uk or 0808 8020 133, alternatively a full list of organisations which provide help and advice is available through the Gambling Commission's website