



Social Responsibility Policy

The Trust promotes its' own society lottery for the sole purpose of raising funds for the Trust in order to support charities. The lottery is managed on behalf of the Trust by its' External Lottery Manager; Postcode Lottery Limited (marketed as People's Postcode Lottery).

The Trust is committed to ensuring that the Lottery is operated in a secure, fair and socially responsible way and to endorsing responsible gambling amongst its players. It expects its' ELM to have the appropriate processes in place to ensure that the objects outlined in the Gambling Act 2005 (listed below) and referred to in this policy, stand up to scrutiny.

The Gambling Commission regulates gambling in the public interest. The regulatory framework introduced by the Gambling Act 2005 is based on three licensing objectives:

1. Preventing gambling from being a source of crime and disorder, being associated with crime and disorder, or being used to support crime.
2. Ensuring that gambling is conducted in a fair and open way.
3. Protecting Dream and other vulnerable persons from being harmed or exploited by gambling.

This document sets out The Trust's approach to ensuring we approach any gambling activities in a socially responsible way.

1. Preventing gambling from being a source of crime and disorder

When a player joins the Lottery, our ELM will check that:

- The individual is aged 16 or over

- players need to provide their date of birth, need to have a bank account or other age verified payment methods, and prizes are paid only to playing account.
- The individual is resident in the Great Britain.
 - lottery tickets are dependent on the provision by a player of their valid GB postcode.

2. Ensuring that gambling is conducted in a fair and open way

The Lottery ensures this through:

- A customer care processes that creates an alert when a player subscribes with over 6 tickets.
- Access to clear information on matters such as the rules of the lottery and the prizes that are available.
- Ensuring the rules are fair.
- Ensuring any advertising and promotional material is clear and not misleading.
- Ensuring that the results are made public.
- A complaints process that is in place to deal with any issues in a clear and procedural way.

3. Protecting Dream and other vulnerable persons from being harmed or exploited by gambling.

- People's Postcode Lottery adheres to advertisement rules laid out by the Committee of Advertising Practice, summarised below:
 - To not encourage gambling that may lead to socially irresponsible acts or could lead to financial, social or emotional harm.
 - To not exploit Dream or other vulnerable persons.
 - To not suggest gambling can solve financial problems or debts.
 - To not suggest gambling can increase attractiveness or sexual success.
 - To not link gambling to youth culture or attempt to attract young persons to gamble.

We will endeavor to address the following issues:

- Underage Gambling. It is illegal for individuals under the age of 16 to enter into a lottery. If for whatever reason, upon winning any individual is unable to prove that they are 16 or over then any winnings will be forfeited.
- Gambling Limits. People's Postcode Lottery may impose limits on the number of tickets purchased by an individual. For those subscribing to six or more tickets we will actively contact these individuals to confirm their subscription level.

- Self-Exclusion. People's Postcode Lottery must close any customer accounts of an individual who has entered a self-exclusion agreement and return any funds held in the customer account. The self-exclusion period is a minimum of six months and gives customers the option of extending this to a total of at least five years. At the end of the period (and at least six months later), the self-exclusion remains in place, unless the customer takes positive action in order to gamble again. No marketing material should be sent to the individual unless the individual has taken positive action in order to gamble again, and has 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 one day to cool off before being allowed access to gambling facilities.
- Access to Player History. People's Postcode Lottery will provide any player with a full history of their lottery subscription, including complete payment and winnings history upon request.
- Provide Information on Gambling Support Organisations. On our website we provide a click-through logo to the Gamble Aware website. In the event that a player feels their level of gambling is causing difficulties, help is available from our in-house customer care team.

4. General Points about PPL

In their operations, the Lottery confirms that:

- The Lottery is regulated by the Gambling Commission under certificate nr 829-N-102511-007 and 829-R-102513-008.
- Postcode Lottery Ltd has an 'External Lottery Manager' license (also known as an ELM) to promote lotteries on behalf of charities. The individual charities have an operating licences and the individual charities are accountable for all the proceeds
- All staff are trained and made fully aware of these social responsibility policies.

Data Protection

The Trust's ELM will manage all details relating to players, and their bank account securely and in accordance to the requirements of the Data Protection Act. No player's details will be ever passed to third parties.

Legal requirements

The Trust will adhere to all relevant legal requirements in order to promote its Lottery and our ELM has significant experience in operating responsible processes within the legal framework required for the business.