



### **Self-Exclusion Policy**

While subscription based society lotteries, offer the lowest risk of problem gambling, we do recognise that some players are unable to enjoy participation in such activity.

We operate a self-exclusion policy which is, a formal process whereby we cease to allow you to participate in our lottery.

To self-exclude please send an email to our ELM (Postcode Lottery Limited, operating as People's Postcode Lottery) at [info@postcodelottery.co.uk](mailto:info@postcodelottery.co.uk) with 'self-exclusion' in the title, and include your full name and address including postcode.

Our ELM shall mark your record accordingly within 2 working days of receipt of your self-exclusion notification. We will hold your details on a register to ensure that you aren't 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 You will not be entitled to any winnings against future draws for which participation has been revoked following self-exclusion notification.

#### **Period of exclusion**

The minimum period of exclusion is 6 months. If you would like to enter our lottery again after this period you can call our helpline on 0808-10•9•8•7•6•5 (free phone).

#### **Required information**

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.

**Your responsibilities**

If you do choose to self-exclude we will use all reasonable endeavors 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 our ELM (PPL) nor The Trust has 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 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 wish not to receive any unsolicited mail you can register yourself with the UK's Mailing Preference Service, and you will no longer receive such post.