

# Plan International UK Self Exclusion Policy

13 June 2017

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 contracted lottery programme.

For our contracted lottery programme with People's Postcode Lottery the following self-exclusion policy is in place.

## How does self-exclusion happen?

To self-exclude please send an email to our External Lottery Manager (ELM – 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. Alternatively, you can phone the People's Postcode Lottery helpline on 0808 10 9 8 7 6 5 (free phone).

People's Postcode Lottery will mark your record accordingly within 2 working days of receipt of your self-exclusion notification. People's Postcode Lottery will hold your details on a register to ensure that you aren't entered into any future draw and that they don't send you any promotional material.

If you have purchased tickets in our lottery, and subsequently send People's Postcode Lottery a self-exclusion notification, the 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An individual will not be entitled to any winnings against future draws for which participation has been revoked and any monies refunded following self-exclusion notification.

As PPL operates multiple society lotteries, a notification of self-exclusion will automatically exclude playing from all lotteries they manage.

## How long does self-exclusion last?

The minimum self-exclusion period is not less than 6 months. If you would like to enter the lottery again after this period you can call the People's Postcode Lottery helpline on 0808 109 8765 (free phone).

## 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 the People's Postcode Lottery is able to restrict access to our services. If you do choose to self-exclude they will use all reasonable endeavours to ensure they 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 PPL nor Plan International UK takes 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**

If you are concerned about your gambling or that of someone close to you, GambleAware can provide support and information: [www.gambleaware.co.uk](http://www.gambleaware.co.uk) or 0808 8020 133. GambleAware can provide information to help people make informed decisions about their gambling. They are open 8am to midnight, seven days a week.

Alternatively a full list of organisations which provide help and advice is available through the Gambling Commission website and select responsible gambling or [click here](#).

**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 will no longer receive such post.

**Review**

This policy will be reviewed on an annual basis.