

## Self-Exclusion Policy

Theirworld Projects Ltd promotes its own society lottery licensed and regulated by the Gambling Commission for the sole purpose of raising funds for Theirworld in order to support its beneficiaries (the "Lottery"). The Lottery is managed on behalf of Theirworld Projects Ltd. by its External Lottery Manager ("ELM"); Postcode Lottery Limited (marketed as People's Postcode Lottery).

The Lottery is promoted and managed by People's Postcode Lottery. A minimum of 32% from every £10 monthly subscription for draws promoted by Theirworld Projects Limited and Theirworld supports our vital work.

Theirworld Projects Ltd. 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 and referred to in this policy, stand up to scrutiny.

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 allow you to cease to participate in our lottery.

To self-exclude please send an email to our External Lottery Manager (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 two working days of receipt of your self-exclusion notification. They 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 our ELM 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 You will not be entitled to any winnings against future draws for which participation has been revoked following self-exclusion notification.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 EML 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 that our ELM is able to restrict your access to their services.

### **Your responsibilities**

If you do choose to self-exclude, we and our ELM, 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 Theirworld Projects Ltd 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.

### **REVIEW**

Jan 2019 - Reviewed annually