



## WWF-UK Self-Exclusion Policy

### Lottery with People's Postcode Lottery as an External Lottery Manager

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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.

People's Postcode Lottery is committed to providing a responsible gaming environment. If you are concerned that gambling may have become a problem for you and would like to self-exclude to prevent your participation in lotteries operated by People's Postcode Lottery, then please follow the advice below.

#### **How can I self-exclude?**

To self-exclude, please send an email to 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 your postcode. Alternatively, you can call on freephone number 0808 109 8765.

We shall mark your record accordingly within two working days of receipt of your self-exclusion notification and will send you confirmation that your instruction has been applied to your account. 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 stopped immediately. Any payment which has been collected at the point the request for self-exclusion is activated, or where a payment has already been requested from the payment provider, is non-refundable. Please see section 3.7 of our Terms & Conditions for further details.

As People's Postcode Lottery operates multiple society lotteries, a notification of self-exclusion will automatically exclude playing from all lotteries we manage.

If you are not looking to self-exclude but would like to end your subscription, find out how to stop playing People's Postcode Lottery.

#### **How long does self-exclusion last?**

The minimum period of self-exclusion is six months. If you would like to enter our lottery again after this period, you can call us on 0808 109 8765.

#### **Personal responsibilities**

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. 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 People's Postcode Lottery, nor any of the society lotteries we operate on behalf of, takes responsibility or liability for any subsequent consequences or losses 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.

If you need any further assistance, please see [Help](#) or [Contact Us](#).