



SELF-EXCLUSION POLICY – DEPAUL’S LOTTERY

While subscription based society lotteries, offer a low risk of problem gambling, it is recognised that some individuals are unable to enjoy participation in such an activity. Failure to comply with the Gambling Commission Licence Conditions and Codes of Practice (LCCP) or to take action to prevent problem gambling could lead to loss of the licence to operate.

This policy outlines the commitment of Depaul and our External Lottery Manager (ELM), People’s Postcode Lottery (PPL), to taking a responsible approach towards gambling and its potential effects on individuals.

What is self-exclusion?

Self-exclusion is a formal process whereby individuals can cease to participate in the lottery. Individuals can self-exclude by contacting our ELM, PPL, by email or by free phone 0808 10 9 8 7 6 5. PPL marks the individual record accordingly within 2 working days of receipt of any self-exclusion notification.

How does self-exclusion happen?

To self-exclude an individual must send an email to our ELM at info@postcodelottery.co.uk with ‘self-exclusion’ in the title, and include their full name and address including postcode. Alternatively, they can phone our helpline on 0808 10 9 8 7 6 5 (free phone).

Our ELM will mark the individual’s record accordingly within 2 working days of receipt of the self-exclusion notification and will send the individual a confirmation that their instruction has been applied to their account.

If the individual has purchased tickets in our lottery, and subsequently sent us 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An individual will not be entitled to any winnings against future draws for which participation has been revoked and any monies refunded following self-exclusion notification.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 our ELM operates multiple society lotteries for other charities as well, a notification of self-exclusion will automatically exclude playing from all lotteries we manage.

Depaul UK

Sherborne House, 34 Decima Street, London SE1 4QQ

e depaul@depaulcharity.org.uk

t 020 7939 1220 f 020 7839 1221 w depaulcharity.org

Patron Cardinal Vincent Nichols, President Sir Trevor MacDonald OBE, Registered Charity No. 802384 Depaul Housing Services registered with the Homes & Communities Agency No. C2683 Company Limited by Guarantee No. 2440093 (Registered in England and Wales). Registered Office: as Central Office



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How long does self-exclusion last?

The minimum self-exclusion period is not less than 6 months nor more than 12 months. The exclusion period may be extended in 6 monthly increments following the end of the exclusion period.

In terms of remote gambling, e.g. website and telephony sign ups, the individual **must** be given the option to exclude for up to 5 years. At the end of the chosen exclusion period the self-exclusion remains in place for a further 7 years unless the individual takes positive action to gamble again.

In terms of non-remote gambling, e.g. sign up by coupon, at the end of the exclusion period the self-exclusion remains in place for a further 6 months unless the individual takes positive action to gamble again.

If an individual chooses not to extend their self-exclusion, and makes any positive request to begin gambling again during the 6-month period in terms of non-remote gambling or the 7-year period in terms of remote gambling following the end of their self-exclusion, they will be given 24 hours to cool off before being allowed to participate in the lottery.

Irrespective of the expiry of the period of self-exclusion chosen by an individual, no marketing material will be sent to them by our ELM unless and until they have asked for or agreed to accept such material.

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 we are able to restrict access to our services. If an individual does choose to self-exclude we will use all reasonable endeavours to ensure we comply with the self-exclusion. However, in agreeing to self-exclude the individual must accept that they have a parallel undertaking not to seek to circumvent the self-exclusion.

Accordingly, neither Depaul or our ELM 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

Whilst the majority of people do gamble within their means, for some, gambling can become a problem. As part of our commitment to promoting socially responsible gambling, the following guidance is provided for the benefit of individuals who participate in Depaul's lottery:

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- Gambling should be entertaining and not seen as a way of making money
- Avoid chasing losses
- Only gamble what you can afford to lose
- Keep track of the time and amount you spend gambling

If you are concerned that gambling may have taken over your own or someone else's life, then please contact a service such as GambleAware, www.gambleaware.co.uk or 0808 8020 133.

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](#).

Staff Training

In providing training to staff on their responsibilities for self-exclusion our ELM will address self-exclusion in their induction training and will complete refresher training annually. The same is done for Depaul's Annexe A holders.

Review

This policy will be reviewed on an annual basis.

Date: 13 June 2017

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