

# Privacy Policy and Terms and Conditions

St Luke's Hospice Lottery is managed by its trading body, St. Luke's Hospice Ventures Ltd (SLH). SLH is licenced by the Gambling Commission under the 2005 Gambling Act. [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk). All profit from a Lottery goes to St Luke's Hospice Plymouth, solely in accordance with the terms under which the charity from time to time promotes its lotteries.

Promotor: St Luke's Hospice Ventures Ltd. Stamford Road, Plymouth. PL9 9XA.

Responsible Person: Lesley Coulton (Regular Giving & Lottery Manager).

Registered Charity Number: 280681.

## Joining the lottery

On entering the lottery you agree that:

- You are 18 years of age or over.
- You will provide accurate entry information including your name, personal address and telephone numbers and accept that it is your responsibility to keep us informed of any changes as soon as they arise.
- You agree to us carrying out checks that are deemed appropriate to verify age.
- You accept that SLH Ventures Ltd is regulated by the Gambling Commission and the Fundraising Regulator and therefore we must comply with those organisations Code of Practice.

On receipt of a request to join St Luke's Weekly Lottery, you will be sent an introduction letter advising you of your membership number. Your unique game number will be generated randomly by our lottery software.

In return for your subscription payment your unique game number will be entered into the weekly draw, which is normally carried out every Friday (except when a bank holiday falls on a Friday in which case the draw will be made on the previous working day). The cost of entry is £1 per chance, per draw, payable in advance.

We are required by law to collect payments in advance of all of our draws. Payment can be made by regular direct debit, on-line via our website, cheque or debit card (by telephone) or through a St Luke's Hospice Lottery collector (if this option is available in your area). **(We are not allowed by Law accept Credit Card payments for on-line or telephone payments)**

St Luke's Hospice cannot accept liability for the loss of or delays in or theft of any communication sent either by post, email or fax, or for any delays in the banking system.

Payment implies acceptance of the rules as legally binding.

## **Prizes and result publication**

The weekly prize draw will be: 1st Prize £1,000, 2nd Prize £200, 30 runners up prizes of £10 each and are printed on all marketing material including our website. There are no alternatives to any prize and no interest is payable. Entrants will be notified if the prize structure changes. All winners will be notified within 7 days by post and payment will be by cheque only. You do not have to claim your prize.

In each lottery draw, an additional £200 will be added to the rollover pot. Prior to the main draw taking place, the lottery software will randomly determine whether or not the rollover prize will be given out. If a rollover prize is to be won during a draw, it will effectively add an extra prize into the main lottery draw. Should the rollover pot reach a total of £10,000, the rollover pot will be won in the very next lottery draw.

Winners cheques will be made payable in the members name. The name cannot be altered unless a legal request is made on behalf of the member's estate, or by the member requesting in writing for the name on the cheque to be changed.

All winning numbers are published weekly on our website at [www.stlukes-hospice.org.uk](http://www.stlukes-hospice.org.uk) under the Lottery page, or are available on request by email or via post if sent with a stamped addressed envelope, or by phoning 01752 964437.

## **How your money supports St Luke's Hospice Plymouth**

Out of every £1.00 you donate 100% goes direct to the charity, 35p of every £1 is spent on prizes money and administration costs, the rest is spent on patient care.

## **Customer funds**

The St Luke's Hospice Plymouth lottery is licensed by the Gambling Commission, licence number 005044 and is operated by SLH Ventures Ltd, Company no. 01756925. SLH Ventures Ltd operates and runs the lottery to generate income for its charitable objectives within its Parent Charity. To protect customers funds, an amount equivalent to member's advance payments are held in a separate bank account from the proceeds of the Lottery draw.

## **Direct Debit payments**

Direct debits can be set up in writing, on-line or via the telephone and subject to the Direct Debit guarantee. Your direct debit record will be retained for a period of at least three years following your final payment.

Monthly subscriptions of £4.34 via these methods includes 34p which accumulates and funds the extra weeks in 5 week months.

## **Who cannot play**

St Luke's employees who are employed by SLH Ventures and are directly involved in running the Lottery and the persons named on the Gambling Commission Licence. You must be over 18 years of age to play the Lottery or purchase a raffle ticket.

## **Change of address**

It is the players' responsibility to inform the Lottery office of any change of address. By joining the Lottery you are helping to support St Luke's month on month. We hope that you will enjoy being a Lottery member for as long as possible!

## **Uncashed Prize Cheques**

Cheques are valid for six months from date of issue. Any cheques that are not cashed after six months will be deemed to be cancelled and treated as a donation to the hospice you have chosen to support.

## **Privacy**

St Luke's Hospice Plymouth promises to comply with all Data Protection Act requirements to protect your personal data for the purposes of administering your participation in the weekly draw and communicating with you about your membership. St Luke's Hospice Plymouth is in compliance with PCI DSS regulations and will not share your data with third parties for marketing purposes. With your consent we may occasionally send you information to keep you up to date with the work that your contributions help to fund. Information relating to your lottery membership is available to you on request.

## **Responsible Gambling**

To encourage sensible gambling, we reserve the right to restrict the number of entries into any draw to 20 per person, unless agreed in advance with the Lottery Manager.

St Luke's Hospice Plymouth is a member of the Hospice Lotteries Association who on behalf of their members makes financial contributions to the Responsible Gambling Trust [www.responsiblegamblingtrust.org.uk](http://www.responsiblegamblingtrust.org.uk) an organisation with the sole aim of fundraising to assist with problem gambling. Further support can also be found at the Gamble Aware website [www.gambleaware.co.uk](http://www.gambleaware.co.uk).

SLH Ventures Ltd is a member of the Hospice Lotteries Association (HLA) which, on behalf of its members, makes a financial contribution to Gamble Aware.

## **Self-Exclusion**

Any requests to be self-excluded from St Luke's Hospice Plymouth – either by telephone or email – will be actioned with immediate effect. Anyone wishing to use this facility will not then be able to participate in the St Luke's Lottery for a minimum of six months thereafter.

## **Complaints**

Any complaints or disputes will be dealt with in accordance to St Luke's Hospice Plymouth policies and procedures – a copy of which would be made available on request. In the event of a complaint or dispute not being resolved by these means, then it will be referred to adjudication. As a member of the Hospice Lottery Association, this will be conducted by The Independent Betting Adjudication Service Ltd (IBAS). Email: [adjudication@ibas-uk.co.uk](mailto:adjudication@ibas-uk.co.uk) Tel: 020 7347 5883.

## **Cancellation**

Cancellation of membership is the player's responsibility, standing order payments have to be stopped via your bank. Any credit or payment received once a member has cancelled their membership will be treated as a donation, unless a refund is expressly requested. If you wish to cancel your membership you may do so at any time. Cancellations received after 5pm on a Wednesday may not be actioned until after the ensuing Friday draw. Please contact the lottery team on 01752 964437 or email us at [lottery@stlukes-hospice.org.uk](mailto:lottery@stlukes-hospice.org.uk)

Revised 22nd February 2023.

Lesley Coulton – Lottery and Regular Giving Specialist