



Self-Exclusion Policy

Heartbeat has put into effect the following procedures to ensure that an individual who has self-excluded cannot participate in our lottery.

Should an individual wish to be excluded from the Heartbeat Lottery they should contact a member of the Lottery Office for further information. We will send out a Lottery Self Exclusion Form to be completed and returned. Once this form is returned the individual's details will be entered onto the Lottery Self Exclusion Register (detailing the individual's name, address, lottery number, and any other appropriate comments). This will then be cross referenced against the existing membership and any new members signed up for the lottery for the period of the exclusion.

We will take all reasonable steps to prevent any marketing material being sent to a customer at any time during the self-exclusion. We will take steps to remove the name and details of a self-excluded individual from any marketing databases used by ourselves within two days of notification.

- We will close any Lottery membership of an individual who has entered a self-exclusion agreement
- The individual will be assisted to take positive action in order to self-exclude by way of a signature on the Lottery Self Exclusion Form
- The self-exclusion period is for a minimum of six months (giving members the option of extending this if they so wish)
- The self-excluded member must take positive action and inform Heartbeat via telephone or in person not to renew the self-exclusion and be able to enter the lottery again at a future date. The individual will be given 24 hours before they can gain access to the Lottery. The record of the self-exclusion will remain on file until the agreement has been formally ended
- Lottery staff are trained to ensure that they are able to recognise and enforce the system

To request a Lottery Self Exclusion Form please contact the Heartbeat Lottery Office, Heartbeat, Sir Tom Finney Way, Preston, PR1 6PA or email, lottery@heartbeat-nwcc.org.uk or call 01772 717147