

THAMES HOSPICE LOTTERIES - SELF- EXCLUSION

This policy should be read in conjunction with the Thames Hospice suite of Lottery and Raffle Policies

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Campaigns Manager	September 2025	One	October 2025

We comply with the Gambling Commission's Licence Conditions and Codes of Practice governing the procedures for self-exclusion. We will take all reasonable steps to prevent an individual who has entered a self-exclusion agreement with ourselves from participating in our prize-led fundraising.

Self-exclusion process

Should a member of our staff receive correspondence from an individual who wishes to be self-excluded they will send out a self-exclusion form to be completed and returned to Thames Hospice. Upon the receipt of the completed form the individual's details will be entered onto the **self-exclusion register**. This will then be cross referenced against the existing membership database and any new members signed up for prize-led fundraising for the period of the exclusion.

Marketing and Data Management

We will not target the individual with marketing material for gambling products at any time during the self-exclusion. We will close any membership of an individual who has entered a self-exclusion agreement and return any funds held in their name.

Procedures

We have in place the following procedures to ensure that an individual who has self-excluded cannot gain access to prize-led fundraising.

- A register of those excluded with appropriate records (name, address, Lottery number, and any other appropriate comments).
- All self-excluded supporters are recorded on our ELM registers' and this status will be reflected in any data exports.

- The self-exclusion will be acknowledged, and information directing the individual towards support (national gambling helpline and GambleAware website) will be provided.
- Any unused credit held by a self-excluded supporter will be returned to them in full.
- Staff training to ensure that staff are able to recognise and enforce the system.
- An individual must take positive action in order to self-exclude by way of a signature.
- You can also email your completed self-exclusion form to lottery@thameshospice.co.uk
- The self-exclusion period is a minimum of six months (giving members the option of extending this if they so wish).
- A self-excluded member must take positive action to be removed from self-exclusion and will only be able to enter the Lottery or raffle after a 24-hour cooling-off period following the conclusion of the self-exclusion agreement.
- The record of the self-exclusion will remain on file until the agreement has been formally ended.

Compliance

All Thames Hospice staff and volunteers are expected to adhere to this Policy and Procedure. Any breaches will be investigated and appropriate action taken. This may include disciplinary action for employed staff.

Self-exclusion form

Self-exclusion is designed to help those who are concerned about their gambling. If you only want to cancel your Thames Hospice Lottery membership you can do so simply by contacting us on the details below. For clarity, Thames Hospice will contact you to confirm receipt of this form after which we will not make direct contact with you in relation to any of our gambling products.

You will not receive any targeted direct mail/email or tele-fundraising from Thames Hospice related to gambling activity (which includes but is not limited to Lottery and raffle). We will exclude you for a minimum period of 6 months from the date of the form. Beyond that date you will have to request to be removed from the exclusion register otherwise your exclusion will continue.

Form to return

Please exclude me from your Lottery and raffles with immediate effect and do not make any direct contact with myself in relation to gambling products during my self-exclusion period. I want to be entered on the Thames Hospice Lottery self-exclusion Register.

Name _____

Address _____

Lottery Name _____
Membership Number _____
(if applicable) _____

Comments _____

Email: _____

Telephone number _____

Signature _____

Date _____

Please return the form to: Lottery, Thames Hospice, Windsor Road, Maidenhead, SL6 2DN
Or email it to lottery@thameshospice.org.uk For more information call 01753 848924