

SELF – EXCLUSION POLICY**FR002**

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	March 2022	<ul style="list-style-type: none"> Policy reviewed 	Director of Fundraising
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SELF-EXCLUSION POLICY

Thames Valley Air Ambulance (TVAA) are committed to taking a responsible approach to gambling and its potential effect on individuals and comply with the Licence Conditions and Code 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 lottery.

What is self-exclusion?

Self-exclusion is a process where an individual can ask a gambling operator to help prevent them from gambling for a set length of time. The minimum exclusion period is six months and individuals can extend the self-exclusion period in six monthly increments following the end of a self-exclusion period.

In terms of remote gambling such as website and telephone sign ups, individuals must be given the option to exclude for up to 5 years.

In agreeing to self-exclude, individuals are responsible for providing full and accurate details at the time of making a self-exclude request and in the future, to assist us in restricting access to our services. In agreeing to self-exclude individuals accept that they have equal responsibility not to seek to circumvent the self-exclusion.

How do I request to Self-Exclude?

Individuals who choose to self-exclude from our lottery can do so confidentially and requests will be handled in a discreet manner by TVAA staff who are provided training on their responsibilities for self-exclusion.

There are a number of ways in which you can contact us should you wish to self-exclude. You can complete our self-exclusion form online or you can write to us at:

Thames Valley Air Ambulance Stokenchurch House
Oxford Road High Wycombe HP14 3SX

Requests can also be made by calling 0300 999 0135 or by sending an email to info@tvairambulance.org.uk. Your email should have the words self-exclusion as the title and provide your full name, address, and postcode along with your lottery membership number if you know what this is.

TVAA Process on Receiving a Self-Exclusion Request

Within two days of receiving a request to self-exclude we will add the requesters details to our Self-Exclusion Register and mark the database record accordingly. TVAA will then send notification to the requester confirming that the instruction to self-exclude has been applied to their account.

Subscription to our lottery will be cancelled for the requested self-exclusion period and any money held on account will be returned. If you pay for lottery membership by Standing Order then you will need to contact your bank immediately. Individuals will not be entitled to any winnings against future draws for which participation has been revoked following the self-exclusion notification.

During the exclusion period, TVAA will take all reasonable steps to refuse service or to prevent an individual who has entered a self-exclusion agreement with us from participating in gambling with TVAA. Requests to self-exclude are effective immediately with no cooling off period.

Marketing Materials

During the self-exclusion period, TVAA will take all reasonable steps to prevent any marketing material being sent to the individual. We will remove the name and details of a self-excluded person from any marketing databases or otherwise flag them as an individual to whom marketing material must not be sent.

Regardless of expiry periods of self-exclusion an individual has chosen, no marketing material will be sent unless and until the individual has asked for or agreed to accept such material.

On Expiry

At the end of a requested self-exclusion period, individuals may decide they wish to restart participation in our lottery scheme.

To do so, you must contact us in writing requesting to be removed from the self-exclusion register.

On receipt of such a request TVAA will apply a one day cooling off period before giving the opportunity to restart participation in the lottery scheme.

Individuals must be the one to take the positive actions to gamble again and no contact will be made

by Thames Valley Air Ambulance until contact has been made by that individual.

What if we receive no contact following the end of a self-exclusion period?

In relation to remote gambling, if an individual chooses not to take any positive action to gamble again following the end of their self-exclusion period then the exclusion will remain in place until we hear otherwise from you.

In relation to non-remote gambling (i.e. sign up by coupon) the self-exclusion will remain in force for another 6 months unless the individual takes positive action to gamble again.

If an individual takes a positive step to begin gambling again during the above periods, the one day cooling off period will apply following your receipt of your written request.

Further Support

If you or someone you know is worried about their gambling you can seek further advice and support from:

www.gambleaware.co.uk

www.gamblingcommission.gov.uk

www.begambleaware.org

www.gamcare.org.uk