

## **Whimble 250k Club Rules**

The 250k Club ('the Club') is a private lottery and is open to all supporters of the hall. Anyone aged 16 or over can join.

Membership of the Club and therefore participation in the lottery is subject to a subscription of £6 per month or £72 annually.

As a member you will be allocated one Lottery number between one and the last number sold. Each Lottery Number is unique. Randomly selected Lottery Number(s) will be issued to players with the confirmation of entry into the Lottery.

A prize draw will be made every month with a 1st and 2nd prize.

The prizes will total up to 30% of the annual income.

This will be apportioned as: Guaranteed 1st prize of 15% monthly income, guaranteed 2nd prize of 10% monthly income. Additionally, up to 5% of annual income may be distributed in prizes at the discretion of the promoters.

The remainder of the net proceeds of the Lottery following each Draw will be donated to Whimble Victory Hall Extension Fund for use on expenditure required for the development project.

Player's Lottery Number(s) will not be entered into the Draw unless the Promoter has received all amounts payable relating to all of the Player's Lottery Numbers for that month's draw in cleared funds by the end of the previous calendar month. If there is a dispute regarding whether Lottery Numbers have been paid for then such dispute shall be resolved by reference to details included in official statements from the bank with which the Lottery's bank accounts operate.

Payments must be made by monthly standing order or annual 6 monthly cheque. The Promoters are investigating providing a Direct Debit option in future.

The draw shall be made monthly, generally at hall trustee or management subcommittee meetings. Additional draws may be added in future at the Promoter's discretion.

The Draw will be determined by means of a random number generator duly authorised by the Gambling Commission.

Each Lottery Number shall only be entitled to win one prize in any one Draw.

If you win, payments will be made via BACS and the name of the winner published on the hall noticeboard, on Facebook and the hall's website. Winners will also be contacted via email.

The 250k club will be run by the Whimble Victory Hall management sub-committee. In case of any dispute the decision of the committee is final.

If a winner cannot be contacted, the winnings will be placed into Whimble Victory Hall funds after six months.

This Lottery is a form of gambling. Participants are encouraged to gamble responsibly. Should gambling become a problem we recommend you contact the GambleAware helpline on 0808 8020 133 or visit their website on [www.gambleaware.co.uk](http://www.gambleaware.co.uk)

The maximum number of Lottery Numbers an individual will be permitted to purchase in any one draw is five.

The Promoters of the Lottery are the Management Subcommittee of Whimble Victory Hall, Registered Charity number 291496. The Promoters are licenced by East Devon District Council (ref SL0099)

The Lottery will be operated in accordance with the legislation i.e. Gambling Act 2005

### **Changes to Player's details**

Any changes to a Player's details from those provided upon registration should be notified to the Promoter by e-mail. Changes to the bank or building society specified during registration will require an email notification to [whimble250kclub.com](mailto:whimble250kclub.com) to request any bank detail changes.

### **Suspension of the Lottery**

The Promoter may (at its absolute discretion) suspend the Lottery for any period of time. During any such period, The Promoter shall:

- Retain any amounts which were paid prior to such suspension taking effect that have not been used to pay for Lottery Numbers in previous Draws.
- Player will be notified of further details regarding the resumption of the Lottery or otherwise as soon as reasonably practicable after the date of suspension.

### **Liability**

- The Promoter shall not be liable to any Player for any loss or damage suffered by a Player arising from:
  - Any delays or failures in the postal service or other delivery methods used by the Promoter of any Player from time to time.
  - Any delays or failures in any systems used by the Promoter or any Player to transmit e-mails.
  - Any failure in any software or other systems used by the Promoter for the administration of the Lottery.
  - Any delays or failures in the banking system used by the Promoter or any Player
  - Any refusal by the Promoter to accept an application for registration of an individual as a Player or the cancellation of a Player by the Promoter
  - Any failure to enter a Lottery Number into a Draw.
  - Any event beyond the reasonable control of the Promoter.

The Promoter shall not be liable to any Player in contract, tort, negligence or otherwise for any indirect or consequential loss suffered by any Player in relation to their participation in the Lottery (including loss of the opportunity to enter the Lottery and / or the chance of winning a prize).

### **Self-Exclusion**

Should any Player feel that they have issues with gambling and wish to be self-excluded from the Lottery, please request a self-exclusion form.

There is a minimum period of 6 months self-exclusion and a maximum of 5 years.

We will not target any Player with any marketing material during the self-exclusion period and will opt you out of all communications indefinitely on any marketing databases used by ourselves.

A Player that has requested to be self-excluded from the Lottery will need to contact the Promoter after the period of self exclusion to take positive action to re-instate their participation in the Lottery.

If you need to talk to someone about problem gambling then please contact GambleAware:  
<https://www.gambleaware.co.uk/>

GambleAware is a registered charity that provides confidential telephone support and counselling to anyone who is affected by problem gambling. GambleAware can be contacted on 0808 8020 133 (Freephone).

## **Complaints**

Any complaints relating to the Lottery should be sent in writing to the Promoter at the address below, giving full details of the complaint and supporting documentation:

Whimble victory Hall, School Hill, Whimble EX5 2TS [whimble250kclub@gmail.com](mailto:whimble250kclub@gmail.com) All complaints will be dealt with in accordance with the Promoter's complaints and disputes procedure; a copy of which is listed below.

The Promoter's decisions made pursuant to the complaints and disputes procedure shall be final and binding.

Save where these Rules expressly provide otherwise, the Promoter shall not be obliged to enter into any correspondence.

All complaints related to the Lottery will be recorded by the Promoter.

## **Applicable Law and Jurisdiction**

The law of England and Wales shall govern the interpretation and/or enforcement of these Rules and the Promoter and all Players hereby submit to the exclusive jurisdiction of the courts of England and Wales

## **Contact Address**

All correspondence relating to the Lottery should be sent to the following address:

Victory Hall, School hill, Whimble EX5 2TS [whimble250kclub@gmail.com](mailto:whimble250kclub@gmail.com)

## **Privacy & Complaints Policy**

### **Privacy Policy**

Whimble 250k Club recognizes the trust that you place in us when providing us with your personal data, and we are committed to being transparent and respectful in the ways we handle your information.

This policy tells you how we collect, securely hold and use your information, and your rights in having your personal data protected. We may make changes to this policy from time to time, so please check back occasionally. If we make any significant changes we will make this clear on our website or notify you directly so that you can see what has changed.

## **Who we are**

We are Whimble 250k Club, run by and for the benefit of Whimble Victory Hall (registered charity number 291496). Our registered address is Victory Hall, School hill, Whimble EX5 2TS and you can contact us by emailing [whimble250kclub@gmail.com](mailto:whimble250kclub@gmail.com).

## **How we gather and use your information**

### ***Supporter Information that we receive directly from you***

When you contact us, we collect personal information from you, such as your name, address, email address, phone number and, where appropriate, your date of birth. You may complete a form provided by us or downloaded from our website, or you may give us your details via a phone call or email, or on a paper form.

We ask for your details in connection with the specific request that you make. For example, you may give us your information in order to enter our '250k club' Lottery, ask us a question, register for one of our events or purchase items from us.

When you provide any personal information, we will store it to our secure database on an online accounting software and/or a securegoogle account. We will process your information to record and administer your request and we will use these details to contact you about your request, support or transactions.

When you register to play the lottery, your details are entered onto the Lottery secure database on an online accounting software and/or a secure google account. You will hear from us about matters relating to your lottery subscription. You will only receive marketing information from us if you have specifically asked for this.

## **Using your information for marketing**

The 250k club believe that our individual members should only receive marketing from us if they have actively told us they want to. We will only send marketing information to those who have consented/opted in to receive this. Our marketing communications contain news about our hall, its activities and campaigns. On your first contact with us we will offer you the opportunity to consent to receiving marketing communications from.

You can change how you receive marketing information by emailing [whimble250kclub@gmail.com](mailto:whimble250kclub@gmail.com)

We don't give, sell or distribute and personal information to any other organisations for their own marketing purposes.

### **Keeping your information**

Whimble 250k Club will retain the information that you provide to us for as long as it is needed to administer the relationship we have with you and for the purposes for which it was originally intended. All data held is protected using up to date industry standard procedures to keep it safe and secure and to prevent loss or unauthorised access. In some cases, we will need to retain your details to meet legal requirements. When we do not require your information any more, it will be disposed of securely.

### **Your rights**

The General Data Protection Regulation ensures that all individuals have the following rights:

#### **Contacting trusts, grant providers, foundations and major donors**

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

Please contact us if you feel that any information that we have about you is inaccurate and needs to be corrected. You can contact us if you wish to object to the way that your data is being processed, to withdraw your consent for processing, to make a complaint about the use of your data or to request that your data is deleted. You have the right to ask for a copy of the information that we hold about you. This is known as a Subject Access Request and you can contact us to request this via [whimble250kclub@gmail.com](mailto:whimble250kclub@gmail.com). We will need to verify your identity in order to provide this information to you.

If you are not satisfied with any response we give to your concerns about how we process your data, or believe that your data has been processed unlawfully, then you can contact the Information Commissioners Office and find out more on their website

<https://ico.org.uk/concerns/>

## **Complaints Policy**

### **Definition of a complaint**

Whimble 250k Club defines a complaint as where there is a specific statement of intent (verbally or written) on the part of the service user/supporter/stakeholder that they wish their concerns to be dealt with as a complaint.

The Gambling Commission conditions and Codes of Practice applicable to non-remote Society Lotteries in respect of Complaints and Disputes states that:

In this code a 'complaint' means a complaint about any aspect of the licensee's conduct of the licensed activities.

### ***Stage 1: Procedure for making a complaint in respect of the Whimble 250k Club Lottery***

If, for any reason, you wish to make a complaint with regards to any aspect of the Whimble 250k Club Lottery then please follow the following procedure:

Please send written details of your complaint to:

Whimble 250k Club, Whimble Victory Hall, School Hill, Whimble EX5 2TS or email [whimble250club@gmail.com](mailto:whimble250club@gmail.com) specifically stating that you wish to make a complaint and giving the relevant details in respect of this.

- You will then receive written/email acknowledgement of your complaint and notification of our intent to investigate it.
- You may be contacted as part of our investigation to ensure all relevant factors have been considered.
- Written confirmation will be sent to you as to the outcome of the investigation. This should be within four working weeks of our receipt of your complaint. You will be notified if the investigation is likely to take longer than 20 days.

### ***Stage 2: Appeal Procedure and 'Disputes'***

The Gambling Commission conditions and Codes of Practice applicable to non-remote Society Lotteries in respect of Complaints and Disputes states that: A dispute is any complaint which:

- is not resolved at the first stage of the complaints procedure; and
- relates to the outcome of the complainants gambling transaction

If you wish to appeal against the outcome of the investigation and subsequent findings in respect of your complaint, then please ask for a review of your complaint (which will be undertaken by two Whimble victory Hall Committee Members) by writing to: Chairman of Whimble Victory Hall, Whimble Victory Hall, School Hill, Whimble EX5 2TS If you wish to dispute the outcome of the investigation into your complaint in accordance with the Gambling Commission definition of a 'dispute' then please notify Rob Davis at Whimble Victory Hall who will give consideration to submitting the matter to third party independent arbitration, (Independent Betting Adjudication Service (IBAS)).

### **Records of complaints**

All complaints received by Whimble 250k Club, are logged in the Complaints Register. The Gambling Commission will be notified of the outcome of any dispute referred to IBAS or any other third party arbitrator.