

Self-exclusion Procedure

CONTENTS

1.	PURPOSE	1
2.	SCOPE	1
3.	DEFINITIONS	1
4.	PROCEDURE	1
5.	RESPONSIBILITIES	2
6.	ANY OTHER POLICIES OR PROCEDURES THIS RELATES TO	2
7.	PROCEDURE OWNER	2

1. PURPOSE

To raise funds through gambling products, AIUK must comply with the Gambling Act, 2005, and the Licence Conditions and Codes of Practice (LCCP) for our remote and non-remote society lottery licences.

To meet the core objectives of the Gambling Act and LCCPs, AIUK must:

- 1) have policies and procedures in place to keep crime and disorder out of gambling
- 2) be fair and open in the way it operates and promotes gambling products
- 3) have policies and procedures in place to protect children and vulnerable people from being harmed or exploited by gambling

Having a procedure for managing self-exclusion ensures AIUK is meeting its social responsibility obligations under the LCCP to help protect individuals from problem gambling.

2. SCOPE

This document explains the procedure for AIUK staff to follow in the event that a supporter wishes to self-exclude from AIUK lotteries. The procedure is designed to ensure that any individual who self-excludes is prevented from participating in AIUK gaming products.

3. DEFINITIONS

Self-exclusion is for lottery players who would like to take steps to stop gambling. It means asking a gambling provider to exclude them from gambling with them for a length of time, usually between six and twelve months, but can be up to five years.

4. PROCEDURE

If any AIUK staff member is made aware that an individual wants to self-exclude they must:

- 1) Make it clear to the individual what the consequences are of self-exclusion, using this script saved here [Script.docx](#)
- 2) Obtain confirmation from the individual that they understand the process
- 3) Confirm the self-exclusion period (minimum of 6 months and no longer than 12 months). Any self-exclusion may, on request be extended for one or more further periods of at least 6 months each.
- 4) Encourage the individual to consider extending their self-exclusion to other remote gambling operators currently used by the individual
- 5) Signpost the individual to counselling and support services: www.begambleaware.org www.gamcare.org.uk Freephone 24/7 National Gambling Helpline: 0808 8020 133
- 6) Explain that software is available to prevent an individual computer from accessing gambling internet sites. Further information available www.gamcare.org.uk/self-help/blocking-software
- 7) Add the individual's details (name, address, supporter number and self-exclusion period) to the self-exclusion register.
- 8) Notify SCT, within 2 days of receiving the self-exclusion request, to request that the individual's record is flagged with a Lotteries (Raffle and Weekly Lottery) block, to ensure that the person is not sent any marketing material for lotteries/raffles. If a permanent raffle block is requested, the Data team should apply a block with an expiry date of >=100 years. Where a temporary block is requested, this should be applied. It is recommended that this is no less than a year.
- 9) Notify AIUK's Account Manager at Sterling Lotteries: Rui Guerra RGuerra@sterlinglotteries.co.uk to request that they place a self-exclusion flag on the player's account to ensure that if they try and sign up they will be blocked from being processed into the lottery system. If they do not have an account the individual will need to give permission for their details to be added to Sterling's system so that they cannot sign up.
- 10) Sterling Lotteries to supply any self-exclusions in the All Member Export Report as a cancellation reason.
- 11) AIUK to return any customer held funds to the individual.
- 12) If somebody notifies AIUK that they want to play Lotteries again, once the minimum period of self-exclusion has expired, their details should be taken off the self-exclusion register. Data will also update their MASCOT record to remove the relevant suppression.

5. RESPONSIBILITIES

It is the responsibility of the Annex A holders (currently Joanna Dunstan and Samantha Eaves) to:

- Ensure that other relevant AIUK staff members are aware of this procedure

It is the responsibility of the relevant AIUK staff members notably SCT & DBM to:

- Familiarise themselves with this procedure and the list of actions that they need to take in the event of an individual self-excluding

6. ANY OTHER POLICIES OR PROCEDURES THIS RELATES TO

- Raising funds through gambling products procedure

7. PROCEDURE OWNER

Joanna Dunstan

Individual Giving Manager (Development & Retention)