

## Self-Exclusion Policy

### WaterAid's commitment

WaterAid is committed to taking a responsible approach to gambling and implementing measures to protect people who feel they might have a problem with gambling. Therefore, and as stipulated by the Gambling Commission's Licensing Conditions and Code of Practice (LCCP), an individual can request to self-exclude and thereby cease to participate in gambling with WaterAid for a period of time, the minimum being 6 months.

Please note that self-exclusion is a formal process under the LCCP to support people who feel they may have a problem with gambling. If you would prefer just to opt out of receiving marketing communications, please call Supporter Care on 020 7793 4594 and they can fulfil this request for you.

### How to self-exclude

You can self-exclude from WaterAid's raffle/lottery by:

- Giving our Supporter Care team a call on 020 7793 4594
- Filling out the self-exclusion form on our website which can be found [here](#).
- Need to contact PP separately to request

### Procedure to implement self-exclusion request

WaterAid has implemented procedures for self-exclusion and takes all reasonable steps to prevent an individual who has entered a self-exclusion agreement from participating in gambling with WaterAid. WaterAid's self-exclusion procedure is as follows for all self-exclusion requests, whether received directly or via a third party:

This includes:

- Flagging on an individual's record on our database that they have self-excluded within 2 working days of receiving the notification.
- Informing the External Lottery Manager (ELM), who manage gambling products on behalf of WaterAid, of self-exclusions so they can be flagged on their database.

- Not sending them any more sales or marketing materials relating to gambling as soon as is reasonably practicable (this doesn't not extend to blanket marketing which is targeted at a particular geographical area and where the excluded individual would not knowingly be included).
- Ensuring relevant WaterAid staff and third parties we work with are trained on our self-exclusion policy and procedure to ensure it is implemented properly.

### **How long does a self-exclusion request remain active?**

The minimum self-exclusion period is not less than 6 months, and a self-exclusion request cannot be removed from an individual's record within that time.

If an individual doesn't stipulate an end date for their self-exclusion it will remain on their record until they take a positive action to remove it. This requires them to call our Supporter Care team who will be able to provide support with the request to remove it.

Following a request from an individual to remove their self-exclusion, they will be given a 24hour cooling off period before being able to participate in gambling again.

### **Getting Help**

WaterAid would also like to advise anyone who feels they are spending too much time or money gambling to visit [www.gamcare.org.uk](http://www.gamcare.org.uk) or call their helpline on 0845 6000 133. GamCare provides access to support, information and specially trained counsellors to anyone who feels they, or someone close to them, has a problem with gambling.