

## **The Nightingale Lottery Self-Exclusion Policy**

The Nightingale Cancer Support Centre complies with the Licence Conditions and Code of Practice governing the procedures for self-exclusion. We are committed to protecting vulnerable people and will take all reasonable steps to prevent an individual who has entered a self-exclusion agreement with us from participating in the lottery.

### **Procedure for Self-Exclusion**

- If an individual contacts us requesting self-exclusion, they will be sent a **Self-Exclusion Form** to complete and return. A staff member may also complete the form on behalf of the individual, but a signed copy must be received from the individual for the agreement to be valid.
- Once the form has been returned, the individual's details will be added to the **Self-Exclusion Register**.
- The register will be cross-referenced against the existing lottery membership and all new applications for the duration of the self-exclusion period.
- Any active membership held by the individual will be closed immediately, and their account will no longer be charged.

### **Safeguards in Place**

To protect individuals who choose to self-exclude, the following safeguards will be applied:

- A register of excluded individuals will be securely maintained, including name, address, and any relevant notes.
- Marketing communications relating to the lottery will not be sent to any individual who is on the self-exclusion register.
- All relevant staff will receive training to ensure they understand and can enforce the self-exclusion process.
- The minimum period of self-exclusion is **six months**. At the end of this period, the individual must take positive action to request removal from the self-exclusion register.
- Upon receiving such a request, a **one-day cooling-off period** will apply before participation in the lottery is permitted.
- The record of self-exclusion will remain on file until the agreement has been formally ended.