

## Air Ambulance Promotions Ltd. Self-Exclusion – Policy Document

### 1 General

- 1.1 Air Ambulance Promotions Ltd. has procedures in place to allow an individual to self-exclude from our lotteries for a length of time.
- 1.2 When an individual takes this option, the minimum time period for self exclusion will be 6 months, with the maximum period being set at 12 months. At such time the individual may need to further their exclusion or safely return to participate in the lottery.

### 2 Action

- 2.1 During this period we will take all reasonable steps to refuse service, or to otherwise prevent an individual who has entered a self-exclusion agreement from participating in gambling with Air Ambulance Promotions Ltd. A request for self-exclusion will be effective immediately with no cooling off period.
- 2.2 We 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, within 2 working days of having received the completed self-exclusion notification.
- 2.3 The self-exclusion request will be entered onto the lottery software system, and will block any further requests from the individual to partake in gambling by using the following fields of data: forenames, surname, address and postcode and telephone number.
- 2.4 An individual requesting self-exclusion will be informed as to what self exclusion is, and will be provided information on gambling support agencies.

Supporters can visit [www.begambleaware.org.uk](http://www.begambleaware.org.uk) or call the National Gambling Helpline on **0808 8020 133** – lines are open from 8am until midnight.

Software is also available to prevent an individual from accessing gambling internet sites – please visit [www.gamblock.com](http://www.gamblock.com) for further information.

- 2.5 Individuals who choose to self-exclude themselves from our lottery can do so confidentially and these requests will be handled in a discreet manner by our staff. Individuals can complete a self-exclusion form online or requests for self-exclusion may also be accepted in writing to:

Air Ambulance Promotions Ltd.  
Rochester City Airport  
Maidstone Road  
Chatham  
Kent  
ME5 9SD

Requests will also be accepted by telephone on **01634 471 900** or by email at [hello@aakss.org.uk](mailto:hello@aakss.org.uk) .

- 2.6 The individual's lottery account will be closed for the period of the self-exclusion. During the period of self-exclusion, the individual will in no way be entered into any Air Ambulance Promotions Ltd. lottery.
- 2.7 Any balances on the account paid in advance of future draws will be refunded. If you are paying for your membership by Standing Order payment then you will need to contact your bank immediately.

### 3 Expiry

- 3.1 Once the self-exclusion period expires, if the individual wishes to recommence participating in one of the lotteries promoted by us, he/she must request in writing that they wish to be removed from the self-exclusion register. Once we receive this letter the individual will be given one day to cool off before being given the opportunity to recommence participation in one of our lotteries.
- 3.2 The individual must be the one to take positive action to gamble again and no contact will be made by Air Ambulance Promotions Ltd. until contact has been made by that individual.

Created - November 2013  
Reviewed - November 2019  
Reviewed by - James Cook

Air Ambulance Promotions Ltd. reserves the right to update and amend this policy at any time.