

Social Responsibility Policy

Cancer Research UK

Policy for Social Responsibility in Gambling

Cancer Research UK has licences from the Gambling Commission to operate Large Society Lotteries for the general public, for the sole purpose of raising funds as a registered charity. We run a Weekly Lottery and one-off Superdraws. We may also run other lottery and Superdraw activities from time to time. We'll refer to all such activity as 'lotteries' in this policy.

Cancer Research UK is committed to ensuring that its lotteries are operated in a secure, fair and socially responsible way and to encouraging responsible gambling amongst its players.

The Gambling Commission regulates gambling in the public interest. The regulatory framework introduced by the Gambling Act 2005 is based on three licensing objectives:

1. Preventing gambling from being a source of crime and disorder, being associated with crime and disorder, or being used to support crime.
2. Ensuring that gambling is conducted in a fair and open way.
3. Protecting children and other vulnerable persons from being harmed or exploited by gambling.

This document sets out the policies and strategies Cancer Research UK has in place to ensure we approach any gambling activities in a socially responsible way.

1. Preventing gambling from being a source of crime and disorder

We will ensure that:

- For our Weekly Lottery, we restrict the number of entries that we sell to any one individual to a maximum of 10 £1 entries per week.
- For our Superdraw, we restrict the number of entries that we sell to any one individual to a maximum number of thirty (50).
- If requests for additional entries are received, Cancer Research UK reserves the right to undertake further checks with the individual. The supply of extra entries is at the sole discretion of Cancer Research UK.
- We keep a record of all paper tickets that have been mailed and of all entries sold online or by telephone.
- We reserve the right to reject any entry to our lotteries should we suspect criminal activity.
- We will report any actual or suspected criminal activity in line with the Proceeds of Crime Act 2002.

2. Ensuring that gambling is conducted in a fair and open way

We will ensure that:

- Players have access to clear information on our lotteries such as the terms and conditions and the prizes that are available through various methods such as online, in mailings and on promotional materials and application forms.
 - In relation to our Superdraw, this information can be found at www.cruk.org/Superdraw , via email request to Superdraw@cancer.org.uk and by telephoning the Supporter Contact Team on 0300 123 1861.
 - In relation to our Weekly Lottery, this information can be found at www.cruk.org.uk/lottery and by telephoning the Lottery Helpline at 0300 123 3019.

Terms and conditions can be provided by post on request.

- The terms and conditions are fair and open and any advertising and promotional material is clear.
- In a manual draw, winning tickets are selected randomly from all valid entries received. The draw is witnessed and a statement giving full details of the winning tickets is completed and signed by both the person making the draw and the witness. Cancer Research UK or its authorised representative will be present at the draw and will also sign the statement.
- Where the draw is made using random number generator software (RNG), the RNG has been tested and approved by an independent test house approved by the Gambling Commission.
- Full records of each draw made using an RNG are retained.
- The results are made public and winners' details are made available in accordance with the relevant terms and conditions.
- All winners are notified within a reasonable time period following the draw, and all reasonable effort is made to award prizes to winners. Any unclaimed prizes will be dealt with in accordance with the relevant terms and conditions.

Where our lotteries are conducted by an External Lottery Manager (ELM) on our behalf, Cancer Research UK will ensure that the ELM also adheres to these requirements.

3. Protecting children and other vulnerable persons from being harmed or exploited by gambling.

We have the following procedures in place to address under-age and problem gambling:

Under-age Gambling

It is illegal for individuals under the age of 16 to enter into a lottery. Therefore:

- We ensure that the terms and conditions, tickets, entries, entry instructions and websites for our lotteries advertise the minimum legal age limit and we make efforts to ensure that our marketing and promotional literature is not directed at individuals under the age of 16 (including, where practical, by stating the minimum age limit).
- We screen data used for marketing our lotteries to try to prevent inclusion of anyone under the age of 16.

- Cancer Research UK staff and volunteers and, where applicable, third party suppliers acting on our behalf who are selling tickets or entries are trained to request that any individual who appears to be under the age of 16 provides proof of age before being allowed to make a Superdraw or Lottery purchase.
- If for whatever reason, upon winning, any individual is unable to prove that they are 16 or over then any winnings will be forfeited and their entry fee will be returned to them.
- Where entries can be purchased online we will;
 - Advertise clearly that you have to be over 16 to purchase an entry
 - Require purchasers to verify their age. If we have any doubts about an individual's age we reserve the right to make additional age verification checks.
- Our websites allow the use of filtering software to restrict access to gambling sites. For further information, see www.gamblock.com .

Problem Gambling

Cancer Research UK wants to encourage people to gamble responsibly and seek help should gambling become a problem. Therefore:

- Gambling Limits - we impose limits on the value of entries that can be purchased by an individual and we reserve the right to refuse any requests for additional entries.
- Self-Exclusion - for some people, gambling can become a problem. Software is available to prevent an individual accessing gambling internet sites (for further information, see www.gamblock.com)

If you wish to restrict your gambling activity you can exclude yourself from receiving future lottery related marketing by completing and returning a Self Exclusion Form.

You can obtain the Self Exclusion Form by:

- Requesting it from our Supporter Contact Team on 0300 123 1861
- Requesting it by email from Superdraw@cancer.org.uk
- Downloading it directly from www.cruk.org.uk/lottery

You can return the fully completed Self-Exclusion Form:

- By post to: Supporter Contact Team, Cancer Research UK, PO Box 1561, Oxford OX4 9GZ
- By email to Superdraw@cancer.org.uk

Following receipt of the Form, your name will be excluded from all Cancer Research UK lottery activities. This exclusion must remain in place for a minimum period of 6 months and will not be removed after that period until such time as you contact us to advise us that you wish to begin gambling again.

- Information on Gambling Support Organisations - the terms and conditions, website and promotional literature for our lotteries will, as far as reasonably practical, include the Gambleaware logo and contact information such as the National Gambling Helpline telephone

number and the Gambleaware website address. Through appropriate training, we ensure that all staff and volunteers associated with our lotteries are aware of problem gambling issues and that advice is available to individuals from Gambleaware regarding socially responsible gambling and gambling dependency.

- Cancer Research UK is a member of the Lotteries Council which makes an annual donation to The Responsible Gambling Trust on behalf of its members.

4. Guidelines for Responsible Gambling

As part of our commitment to promoting socially responsible gambling, the following guidelines are included for the benefit of members of the public who participate in lotteries operated by Cancer Research UK.

Staying in Control

Most people gamble for fun and enjoyment. However, some people think of gambling as a way to make money, spend more than they can afford, or use gambling to distract themselves from everyday problems. Gamble Aware suggest several simple tips which can be followed to help make sure your gambling doesn't become a problem, including:

- Don't think of gambling as a way to make money
- Only gamble with money you can afford to lose
- Set a money limit and time limit in advance
- Never chase your losses
- Don't gamble when you're depressed or upset
- Balance gambling with other activities

Signs and Symptoms

People don't start out as problem gamblers. It starts as a fun activity, but somewhere along the way it begins to cause problems. If you think there's a problem, the chances are there is one. That's why you should know and look out for these warning signs:

- a significant interest in gambling and gambling related activities
- problems in school, such as a loss of interest or unexplained absences
- changes in personality or behaviour
- changes in relationships (new friends and acquaintances whilst ignoring old friends)
- changes in mood
- explosive bouts of anger
- displays of anxiety and stress
- spending more time and/or money gambling than intended
- wanting to stop gambling or betting but thinking it's too hard
- telling lies about winnings
- having arguments with family or friends
- returning to win back money or possessions that you've already lost
- feeling bad about gambling
- regularly missing or being late for school or work

- being criticised for gambling or identified by others as someone with a problem
- borrowing money from people and not being able to pay them back because it's been lost to gambling

Help and Advice

Gamble Aware

A service giving advice on gambling responsibly:

www.gambleaware.co.uk

0808 8020 133

A full list of organisations which provide help and advice is available through the Gambling Commission website. Go to www.gamblingcommission.gov.uk/useful-links and select Responsible Gambling