

MyRaffles365 – Privacy Policy

Version 8 – reviewed and updated 19th October 2017

Please take a moment to read our Privacy Policy set out below.

We will not send you unsolicited information including emails regarding any third party commercial offers or advertisements.

Protecting your privacy is very important to us. This Privacy Policy explains our data processing practices and your options regarding the ways in which your personal data is used. If you have any requests concerning your personal information or any queries with regard to how we process your information please contact us using the details below under the Contact Us Section.

We reserve the right to change the terms of this policy from time to time and your continued use of our Website will be deemed to be acceptance of amendments we make. This page always offers the most recent information on our privacy policy.

We are committed to protecting the personal information of all our service users. We recognise our obligation to keep personal information secure and believe that it is important for our customers to know how we treat their personal information. This policy applies to personal information collected by us, about applicants to, and players of Lotteries and visitors to our website.

By applying to participate in any Draws or using our MyRaffles365 website you acknowledge that you have read the terms of this policy and that you consent to the use of your personal information for the purposes and in the manner set out in this policy, including (but not exclusively) promoting Lottery Draws, Prize Draws, Free Draws and winners.

If you do not wish to provide your personal information on the basis set out in this policy you should not register on our site, and we regret that you will not be able to participate our online draws.

We comply with the United Kingdom Data Protection Act 1998, Human Rights Act, 1998 and e-Privacy Regulations, 2003, in the collection and processing of personal information.

Cookies:

In common with many other online services we may also use cookies to collect information about how you use our Website(s). For security reasons, there is never any personal data stored in our cookies.

This information is used to produce statistical reports on website activity and allows us to tailor our Website(s) to suit your interests.

Examples include:

- enabling a service to recognise your device so you don't have to give the same information several times during one task
- recognising that you may already have given a username and password so you don't need to do it for every web page requested
- measuring how many people are using services, so they can be made easier to use and there is enough capacity to ensure they are delivered quickly to your web browser

A cookie is a small amount of data sent from the server and stored on your computer's hard drive. Most Internet browsers will allow you to change settings so that they do not accept cookies, although this may impair the operation of our website[s]. These settings will typically be found in the 'options' or 'preferences' menu of your browser.

In order to understand these settings, the following links may be helpful, otherwise you should use the 'Help' option in your browser for more details.

Cookie settings in Internet Explorer <http://support.microsoft.com/kb/196955>

Cookie settings in Firefox <http://support.mozilla.org/en-US/kb/cookies-information-websites-store-on-your-computer>

Cookie settings in Chrome <http://support.google.com/chrome/bin/answer.py?hl=en&answer=95647>

Cookie settings in Safari <http://support.apple.com/kb/PH5042>

We will only employ cookies to store the minimum necessary information during your visit to our website. For further information about cookies and how to control their use, please visit the following third party educational resources:

www.allaboutcookies.org and www.youonlinechoices.eu

We do not recommend turning cookies off when visiting our website(s), as this will prevent you from using many of the services on the site.

Information collected:

We collect personal information (name, address, date of birth, email address, etc.) about applicants and players, principally during the registration process. We will let you know if we are requesting any information that is not essential to the process. We also collect personal information about your participation in the lottery - for example, information about prizes and about your visits to our website.

We collect information directly from applicants and players when they voluntarily submit their personal information to us. We reserve the right to add to this list of opportunities available to our users to interact with us. It is completely the user's decision to provide us with their personal information.

Use of collected information:

Generally, our existing and potential customers are informed of the use of their personal information at the time of collection. Personal information provided to us or collected by us will be used to respond to enquiries, process requests, promote our winners or provide our services and these may include:

- administering draws and generally providing the services requested of us;
- preparing demographic statistics;
- complying with legal and regulatory obligations;
- inviting you to our social media pages to keep you informed of the services we supply you with
- sending you written communications to announce important service changes, new features, technical issue updates and news about our linked products and services.

If you do not wish to receive such written communications from us and/or from other organisations please notify us.

Telephone calls to and from our team may be recorded for training and security purposes.

Disclosures of personal information:

We may disclose your information to other companies that we have contracted with to provide services to us or on our behalf. The organisations that we disclose personal data to are obliged to comply with rules on data protection, information security, confidentiality and access control.

In order to set out the standard to be adhered to in any data-sharing activity, we will put a data-sharing protocol in place to ensure that such third-party organizations are processing personal data in compliance with the law. We may, therefore, disclose personal data:

- to agents who process your information on our behalf under strict security and confidentiality
- conditions to process payment requests via financial institutions;
- where we believe in good faith that we need to do so to comply with the law or in the course of legal process or to protect the interests of our players and/or of our beneficiaries; or
- with your consent.

Links:

Our website or Social Media accounts may contain links to other related sites. Although utmost care is exercised in providing links to sites that share our high standards, we shall not be responsible for the content, security, availability and privacy practices used by such linked sites.

The linked pages are provided for the convenience of our site users only and do not constitute an approval of their services or practices. Links from other websites to our home page do not require prior permission from us but deep linking into any other page of our site should not be effected without prior permission from us.

Legal Rights (Contact Us):

You have legal rights of access to personal information that we hold about you and may review or update any personal information that is provided to us or collected through our websites on written request to us.

You can also inform us that you do not want us to send you written communications as discussed in "Use of collected information" above. If you want to exercise these rights or have any queries regarding this privacy policy please e-mail admin@myraffles365.co.uk

Security Statement:

As information security is critical to our activities we attach a lot of importance to the security of personal information. We handle personal information with a commitment to ensure a secure environment that can be trusted to fulfil all confidentiality requirements. Documented steps are taken to safeguard information according to established security standards and procedures and we continually assess and use cutting-edge technology for protecting information.

Personal and confidential information used in transactions is kept confidential. We are committed to ensuring information confidentiality through the use of state-of-the-art information security practices, controls, policies and procedures.

We use and maintain strict physical, electronic and administrative safeguards to protect user's personal information from unauthorised or inappropriate access. Personal information collected by us is stored in secure operating environments that are not accessible by the public.

Employees, business partners and affiliates who misuse a user's personal information are subject to legal or disciplinary actions.

We use a comprehensive and effective security management program for the purpose of eliminating the risks posed by potential threats to the company's electronic information resources. The controls that have been put in place work to ensure that the company's systems are protected against unauthorised access, disclosure, modification or destruction. Any person or group that accesses our web-site(s) must, however, recognise the responsibility to preserve the security and confidentiality of resources/systems and respect the right of other users.

It is a criminal offence to play in any Lottery if you are under 16 years. Players must be aged 18 or over to participate in Prize Draws. All advance paying customers funds are protected.

www.gamblingcommission.gov.uk
www.ibas-uk.com

www.begambleaware.org
www.gamcare.org.uk