

## Self-Exclusion Policy

### 1. Purpose

The purpose of this Self-Exclusion Policy is to provide individuals with a clear, accessible option to restrict their access to gambling services if they believe their gambling activities have become harmful. This policy is designed to support responsible gambling, prevent gambling-related harm, and foster a safe environment for all participants.

### 2. Scope

This policy applies to all customers and members who participate in any gambling activities provided by the Kier Foundation. It also covers all employees who are involved in enforcing the self-exclusion process.

### 3. Definition of Self-Exclusion

Self-exclusion is a voluntary process by which individuals request to be excluded from all gambling services offered by the Kier Foundation for a specific period. Once the self-exclusion is in place, the individual will be prevented from accessing gambling facilities during the exclusion period.

### 4. Eligibility for Self-Exclusion

Any individual who feels they need to control their gambling habits can request self-exclusion.

### 5. Self-Exclusion Procedure

- **Application Process:**
  - Customers wishing to self-exclude must complete a Self-Exclusion Form, available at <https://www.kierfoundation.org/webform---self-exclusion>
  - Verification of identity using employee numbers may be required to process the application and ensure its effectiveness across platforms.
- **Period of Self-Exclusion:**
  - Individuals can choose a self-exclusion period from the following options: 1 year, 2 years, 3 years, 4 years, 5 years, or 6 years.
  - Once the self-exclusion period has been selected, it cannot be changed until the period has expired.
- **Renewal and Extension:**
  - Individuals may renew or extend their self-exclusion by submitting an updated Self-Exclusion Form prior to the expiration of their current term.
- **Confirmation:**
  - Upon receipt of a self-exclusion request, the Kier Foundation will issue a confirmation, detailing the terms of exclusion, effective date, and expected end date.

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## 6. Enforcement of Self-Exclusion

- **Access Restrictions:**

- The Kier Foundation will make every reasonable effort to prevent self-excluded individuals from accessing any of our gambling services.

- **Employee Responsibilities:**

- Employees are trained to recognise and respect self-exclusion requests and are responsible for maintaining confidentiality and supporting customers respectfully during the process.

- **Account Closures:**

- Self-excluded individuals will not be able to enter Winners' Club draws for the duration of the exclusion period. When the self-exclusion period has expired, employees can opt into the Winners' Club, they will not automatically be put back into the draws.

## 7. Data Privacy and Confidentiality

All self-exclusion requests will be handled with the highest confidentiality. Personal information collected during the self-exclusion process will be stored securely and will not be used for any purpose other than enforcing the self-exclusion.

## 8. Support and Resources

The Kier Foundation is committed to supporting individuals who are seeking help for gambling-related issues. Upon request, we can provide information on how to get help from professional support services, such as [Gamble Aware](#) and [Gamcare](#).

## 9. Limitations of Self-Exclusion

- While the Kier Foundation will take all reasonable steps to enforce self-exclusion, it is ultimately the individual's responsibility to adhere to the self-exclusion agreement.
- Self-excluded individuals acknowledge that any attempt to circumvent this policy or gain access to gambling services is solely their responsibility and may have consequences, including the nullification of any winnings obtained during the exclusion period.

## 10. Policy Review and Updates

This policy will be reviewed periodically to ensure its effectiveness in supporting responsible gambling and preventing gambling-related harm. Any updates to this policy will be communicated to both customers and employees to maintain transparency and compliance.

## 11. Contact Information

For questions, concerns, or assistance with self-exclusion, please contact the Kier Foundation at [info@thekierfoundation.org](mailto:info@thekierfoundation.org) or write to The Kier Foundation, Marriott House, Brindley Close, Rushden, NN10 6EN.