

Introduction

Yourlottoservice UK Limited („we“ or „it“), a company incorporated in England, registered number 10104456 and with its registered office at 2nd Floor Suite, Cuttlemill Farmhouse, Cuttlemill Business Park, Watling Street, Towcester, NN12 6LF, United Kingdom, is committed to protecting and respecting your privacy. For the purposes of the new General Data Protection Regulation (GDPR), we are the data controller in relation to personal data we hold about you.

This Privacy Policy, together with our Terms and Conditions, sets out the basis on which any personal data that we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our policy and practices regarding your personal data and how we will treat it.

By using any of our Services, you acknowledge that you have read, and agree to, the terms of this Privacy Policy and that, where you provide us with your personal data („Personal Data“), you consent to our use (and that of our partners and subcontractors) of your Personal Data for the purposes set out in this Privacy Policy.

For any questions on data protection at Yourlottoservice UK Limited, please contact our Data Protection Officer via privacy@yourlottoservice.co.uk.

The type of Personal Data we collect, and how we use it

We use your information for the purpose of delivering the products and services that you have chosen. This information may include: your name, your postal address, e-mail address, telephone number, date of birth, and, in case you choose to subscribe to one of our subscriptions, also bank account details or payment card details, together with details about your playing habits and transaction and game history relating to playing games provided by us.

If you contact us, we may keep a record of that correspondence.

Since Personal Data about our customers is an important part of our business, we shall only use your Personal Data for the following purposes and shall not keep such Personal Data longer than it is necessary to fulfil these purposes:

- To provide any services that we have contracted with you to supply.
- To help us to identify you when you contact us.
- To manage customer service queries, complaints and dispute handling.
- To notify you about changes to our service.
- For regulatory, legal and anti-money laundering purposes.

Additionally, we may send marketing materials to you by post.

If you do not wish to receive any of such communications, please write to our Data Protection Officer at the address given below or call us at 020 3695 6222 during office hours.

Please note that we reserve the right to send you important e-mails concerning your membership or important changes to our services. These e-mails are an integral part of the Yourlottoservice UK service, and cannot be opted-out of, unless and until your registration has been cancelled or terminated. Please ensure that the e-mail address we hold for you is kept up to date and that you have full access to it. If you change your e-mail address, then you must inform us of the new address through your player account details.

We will monitor and record communications with you, including phone conversations, hard-copy correspondence and e-mails, for quality assurance and compliance. We may check your details with fraud prevention agencies. If you provide false or inaccurate information and we suspect fraud, we will record this as part of your Personal Data.

Data Verification

We will validate your name, address and other Personal Data supplied by you during the registration process against appropriate third-party databases (especially for age verification purposes). By accepting this Privacy Policy, you consent to such checks being made. In performing these checks, Personal Data provided by you may be disclosed to a registered credit reference agency, which may keep a record of that information. You can rest assured that this is done only to confirm your identity, that a credit check is not performed and that your credit rating will be unaffected. All information provided by you will be treated securely.

How we work with “Third parties”

If you have signed for a subscription with us, your monthly payment will be processed through a payment processor to ensure a secure transaction. We collect and use your Personal Data in order to administer and process any direct debit payments and/or bank transfers to you. Your card information will neither be stored nor processed by us.

We may collect Personal Data about you obtained from third parties, including financial institutions and identification verification agencies, for the purposes of us providing services to you. You consent to our collection and processing of your Personal Data for these purposes.

Third parties who pass information to us

From time to time we will also work with third parties to identify individuals who may be interested in our products. These third parties may give us access to your personal information, if you have allowed them to do so. Please note that the collection, use and disclosure of information by these organisations are described in their Privacy Policy.

Retention Policy

We securely store your information and hold it for as long as is necessary for the purposes to which you consent under your agreement(s) with us and this Privacy Policy, at time of writing 30 months for call recordings and 5 years since last interaction for personal data entered in our system.

If you request for us to no longer contact you, for example with marketing communications, we will retain the minimum amount of information about you so that we can ensure we remove you from any future communications. Please note that if you ask us to completely remove all information about you, and subsequently sign to our services at a later date, we may no longer be able to recognise your previous request to not be contacted.

Disclosure of your information

We will not disclose your Personal Data to any third party except in accordance with this Privacy Policy.

We may allow other people and organisations to use Personal Data we hold about you if we have been legitimately asked to provide information for legal or regulatory purposes or as part of legal proceedings or prospective legal proceedings.

We retain third-party suppliers to supply many of the services that we offer and we may disclose your Personal Data to these parties for the purposes set out in this Privacy Policy. Those parties will only be provided with access to such Personal Data as is reasonably required to perform their functions, and they may not use it for other purposes. We will take all steps reasonably necessary to ensure that your Personal Data is treated securely and in accordance with this Privacy Policy and the General Data Protection Regulation but are unable to guarantee the same.

Storing and transferring information internationally

We do not transfer your Personal Data to any external organisation outside the United Kingdom and we don't plan to do so in the future.

Your rights as a data subject

Each and every data subject has the following rights:

- right to access (Art.15 GDPR)
- right to rectification of incorrect data (Art.16 GDPR)
- right to erasure (Art.17 GDPR)
- right to restrict processing of your personal data (Art.18 GDPR)
- right to data portability (Art.20 GDPR)

You can exercise your rights by calling 020 3695 6222 during office hours or by sending us an e-mail to privacy@yourlottoservice.co.uk.

If data processing is based on consent, this consent may be withdrawn at any time with future effect. In addition, you can lodge complaints relating to our data processing with a supervisory authority.

Changes to our Privacy Policy

We reserve the right to update this Privacy Policy from time to time. However, you will not be affected by those changes, as the new modified version will be applicable to new customers only. We aim to keep the Personal Data we hold about you accurate and up to date.

This Privacy Policy applies to Personal Data we hold about individuals. It does not apply to information we hold about companies and other organisations.

May, 2023

Contact

YOURLOTTOSERVICE UK LIMITED
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Cuttlemill Business Park
Watling Street
Towcester
NN126LF
United Kingdom, privacy@yourlottoservice.co.uk
phone: 020 3695 6222

Please remember that communications over the Internet, such as e-mail and web mail (messages sent through a website), are not secure unless they have been encrypted. Your communications may go through a number of countries before they are delivered – this is the nature of the Internet. We cannot accept responsibility for any unauthorised access or loss of Personal Data that is beyond our control.