

Privacy Policy

This Privacy Policy sets out how **Rieves Lotteries Ltd** collects and uses your personal data through your use of our website (at www.rieves.co.uk), including any data you may provide when you take part in an online Lottery or a Prize Draw or when you sign up to receive communications from us. Please note that all data thus captured will be used and held in accordance with the requirements of the Data Protection Act 1998.

If you have any requests concerning your personal information or any queries with regard to these practices please contact our Data Protection Controller at admin@rieves.co.uk or [write to us at](#) Data Protection Controller, Barking House, Farndon Road, Market Harborough, Leicestershire LE16 9NP.

Information Collected

Personal data means any information about an individual from which that person can be identified.

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data** includes first name, last name.
- **Contact Data** includes delivery address, email address and telephone numbers.
- **Transaction Data** includes details about payments to you and other details of products you have purchased from us.
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, device ID and other technology on the devices you use to access this website.
- **Usage Data** includes information about how you interact with and use our website, products and services.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.

We may collect these types of personal data from your visit to this website through the use of online forms, email hyperlinks and also everytime you email us your details. We also collect Technical Data and Usage Data automatically about your visit to our website; please see our Cookies Policy below for further information on data collected through Cookies. Technical Data is collected from the following parties: (i) analytics providers [such as Google based outside the UK]; (ii) search information providers such as [NAME] based [inside **or** outside the UK].

We also collect, use and share **aggregated data** such as statistical or demographic data which is not personal data as it does not directly (or indirectly) reveal your identity. For example, we may aggregate individuals' Usage Data to calculate the percentage of users accessing a specific website feature in order to analyse general trends in how users are interacting with our website to help improve the website and our service offering.

This website is not intended for children and we do not knowingly collect data relating to children.

Use of Personal Information

The law requires us to have a legal basis for collecting and using your personal data. We process personal data collected via this website where it is necessary to conduct our business and pursue our legitimate interests including:

- paying prizes to lottery winners
- providing and personalising our services
- dealing with your inquiries and requests
- administering accounts relating to our customers
- maintaining information as a reference to our general resource

We rely on consent only where we have obtained your active agreement to use your personal data for a specified purpose, for example if you consent to receive communications from us on our website, we may provide you with information about our products and services.

Marketing

Please note that your information may be used to send you details of those products or services that we offer that we have identified as likely to be of interest to you. This will be in accordance with the preferences that you indicated when you provided us with your email address. If at any point you would like to opt-out of receiving communications from us, or would like to change the channels (such as email or post) that we use to contact you,

please contact our Data Protection Controller at email address: admin@rieves.co.uk, or please write to: **Data Protection Controller, Rieves Lotteries Ltd, Barking House, Farndon Road, Market Harborough, Leicestershire LE16 9NP** requesting us to amend your preferences.

Disclosures

We will not share your data with third parties except as required to do so by Government bodies and law enforcement agencies.

Retention

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax purposes.

International Transfers

We may transfer your personal data to service providers (such as analytics providers) that carry out certain functions on our behalf. This may involve transferring personal data outside the UK to countries which have laws that do not provide the same level of data protection as the UK law.

Whenever we transfer your personal data out of the UK to service providers, we ensure a similar degree of protection is afforded to it by ensuring that the following safeguards are in place:

- We will only transfer your personal data to countries that have been deemed by the UK to provide an adequate level of protection for personal data
- We may use specific standard contractual terms approved for use in the UK which give the transferred personal data the same protection as it has in the UK, namely the International Data Transfer Addendum to the European Commission's standard contractual clauses for international data transfers. To obtain a copy of these contractual safeguards, please contact us at admin@rieves.co.uk.

Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. These measures include built-in firewalls, data encryption through SSL certificates and two factor authentication as well as regular updates.

In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Other Websites

Our website may contain links to other websites that are outside our control and are not covered by this Privacy Policy. We do not control these other websites and are not responsible for their privacy statements. If you access other sites using the links provided, the operators of these sites may collect information from you that will be used by them in accordance with their privacy policy, which may differ from ours.

Your Legal Rights

You have a number of rights under data protection laws in relation to your personal data.

You have the right to:

- Request access to your personal data (commonly known as a "subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy

of the new data you provide to us.

- Request erasure of your personal data in certain circumstances. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) as the legal basis for that particular use of your data (including carrying out profiling based on our legitimate interests). In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your right to object.
- You also have the absolute right to object any time to the processing of your personal data for direct marketing purposes (see [MARKETING](#) paragraph above).
- Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in one of the following scenarios:
 - If you want us to establish the data's accuracy;
 - Where our use of the data is unlawful but you do not want us to erase it;
 - Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
 - You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

If you wish to exercise any of the rights set out above, please contact us at Data Protection Controller, Rieves Lotteries Ltd, Barking House, Farndon Road, Market Harborough, Leicestershire LE16 9NP or by email at admin@rieves.co.uk. We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Please note that we reserve the right to charge a fee of up to £10 for any such request.

Complaints

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK regulator for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Amendments

Please note that this privacy policy is subject to change from time to time. It was last updated in August 2024. It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us, for example a new address or email address.

Use of Cookies

A cookie is a small piece of information sent by a web server to a web browser, which enables the server to collect information from the browser. Find out more about cookies on www.allaboutcookies.org. We use cookies to identify you when you visit this website and to keep track of your browsing patterns and build up a demographic profile. Our use of cookies also allows registered users to be presented with a personalised version of the site, carry out transactions and have access to information about their account. Most browsers will allow you to turn off cookies. If you want to know how to do this please look at the menu on your browser, or look at the instruction on www.allaboutcookies.org

Please note however that turning off cookies will restrict your use of our website.