

BBC Radio Sussex and BBC Radio Surrey - Ticket giveaways

Terms and Conditions

1. The giveaways are open to all residents of the UK, the Channel Islands and the Isle of Man aged 18 or over, except BBC or BBC Group employees, their close relatives or anyone connected with the giveaway or the particular prize being offered. Proof of age, identity and eligibility may be required. The BBC reserves the right to disqualify any entrant or winner who breaches these rules.
2. The details of each prize for a particular giveaway will be announced on air including the date on which it can be redeemed.
3. A giveaway will run during a specified programme such as The Breakfast Show and tickets will be distributed after each round. The giveaway will be pre-promoted on BBC Radio Sussex and BBC Radio Surrey to generate interest. Entry is via the station number **0800 232 1045 for BBC Radio Sussex or 0800 587 1046 for BBC Radio Surrey** (calls from landlines and mobiles are free). If the giveaway is run on a simulcast across both BBC Radio Sussex and BBC Radio Surrey, this will be announced on air.
4. During each show in which there is going to be a giveaway, the presenter will announce a particular song for listeners to listen out for. When the song is played, the lines will then remain open for 15 minutes. Every caller who gets through during the entry period will have their name, location and contact number taken. Each winner will be selected using an independent randomised draw system and contacted by telephone live on air. If the winner does not pick up the phone after 5 rings or the call goes to voicemail, the BBC will contact the next eligible randomly selected entrant.
5. For the avoidance of doubt, the BBC shall not be responsible for any other fee, expense or cost. There is no cash alternative and the prize cannot be sold or transferred in any circumstances.
6. You may only enter once per giveaway and winners are not permitted to re-enter further rounds for the same prize. The BBC's decision as to entrants taking part and winners is final. No correspondence relating to the giveaway will be entered.
7. If the prize includes tickets, the BBC will not be responsible for any failure by the ticket holders to gain entry or re-entry to the event due to the behaviour of the ticket holder or their failure to meet the admission requirements of the venue. If the prize includes access to a sporting event, the winners and guests (if applicable) must not be subject to any order banning them from attending such sporting events. The BBC will not be responsible for the winners not following instructions or complying with terms and conditions for the ticketed event. If the winners and/or their guest (if applicable) have any health or accessibility requirements, these need to be disclosed to the BBC prior to prize fulfilment. In order to fully experience the prize that includes experiences or ticketed events, there may be some Health & Safety requirements imposed by BBC, the promoter or the venue. These will need to be followed prior to those elements being experienced. The winner and their guest (if applicable) must also comply with the health, safety and security policies at any venue associated with the prize.
8. The BBC's holds no liability regarding the winners' fitness to participate in the event. If for any reason the winner is unable to participate, they will forfeit their involvement without an alternative prize offered.

9. The BBC will not be responsible for suspension or cancellation of events that form part of the prize.

10. Entrants agree to take part in any post-giveaway publicity if required. The names of winners will be made public. The BBC reserves the right to: (i) amend these terms and conditions; (ii) disqualify any entrant who breaches the rules, has acted fraudulently in any way or who has brought the BBC into disrepute (in its sole discretion) and; (iii) cancel the giveaway, at any stage, if in its opinion it is deemed necessary or if circumstances arise outside its control.

11. The BBC, their sub-contractors, subsidiaries and/or agencies cannot accept any responsibility whatsoever for any technical failure or malfunction or any other problem with any server, system, network or service provider or otherwise which may result in any entry not being properly logged or not recorded.

12. Entrants will be deemed to have accepted these rules and to agree to be bound by them when registering.

13. To the extent permitted by law, the BBC will not be liable for any loss or damage (whether such damage or losses were foreseen, foreseeable, known or otherwise) including financial, reputational loss or disappointment.

14. The giveaway is run by the BBC. The applicable law is that of England and Wales.

BBC Radio Sussex and Surrey Giveaways 2023 - Privacy Notice

Your trust is very important to us. This means the BBC is committed to protecting the privacy and security of your personal data. It is important that you read this notice so that you are aware of how and why we are using such personal data. This privacy notice describes how we collect and use personal data about you during and after your relationship with us, in accordance with data protection law.

Why are we doing this and how can you participate?

Throughout the year we run several giveaways, where you can get your hands on family tickets to a range of different events and have a fun-packed day out.

To be in with a chance to win, listen out for the presenter announcing when it's time to call in. The phonelines will be open for 15 minutes only. Every caller who gets through during this period will be asked for their contact details.

Each winner will be selected using an independent randomised draw system and contacted by telephone, live on-air.

We may use your contribution for promotional purposes on the BBC's social media sites.

If we broadcast your contribution on-air, this may include the programme being available online and/or on-demand, and your contribution may be used again in a future broadcast.

What personal data will BBC collect and how will we use it?

The BBC will collect and process the personal data for the purposes of administering the giveaway.

Personal data:

You must be 18 years or older to participate in the giveaway. The BBC will collect and process the following **personal data** about you:

Full name

Contact number

Email address (to send you the ticket)

Who is the Data Controller?

The BBC is the “data controller” of your personal data. This means that the BBC decides what your personal data is used for, and the ways in which it is processed. For the avoidance of doubt, your personal data will be collected and processed solely for the purposes set out in this privacy notice. As the data controller, the BBC has the responsibility to comply, and to demonstrate compliance with, data protection law.

Lawful basis for processing your personal data

The lawful basis on which the BBC processes the personal data is **the performance of its public task**. The BBC’s role is to act in the public interest and to serve all audiences with content which informs, educates and entertains.

Sharing your personal data

If you are successful, your name and email address will be shared with the venue so that they can send you the ticket via email.

The BBC works with our approved third-party providers, who help us to provide some of our services. These partners only use your personal data on behalf of the BBC and not independently of the BBC.

We may share personal data with a third-party where required or permitted by law.

Retaining your personal data

We keep records of winners for two (2) years for auditing and compliance purposes.

Unsuccessful entrants’ personal data will be deleted at the end of the giveaway.

If your contribution is used for broadcast, your personal data will be retained and archived in perpetuity by the BBC.

Your personal data will be stored in the UK and the EEA.

Your rights and more information

You have **rights** under data protection law:

You can **request a copy** of the personal data BBC stores about you.

If your personal data is inaccurate, you have the right to have the data **rectified**

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You have the right to ask for the personal data we collect about you to be **deleted**, however there are limitations and exceptions to this right which may entitle the BBC to refuse your request.

In certain circumstances, you have the right to **restrict** the processing of your personal data or to **object** to the processing of your personal data.

You have the right to ask that we **transfer** the personal data to you or to another organisation, in certain circumstances.

You can contact our, **Data Protection Officer** if you have questions or you wish to find out more details about your rights, please visit the BBC’s Privacy and Cookies Policy at

<http://www.bbc.co.uk/privacy>.

If you have a concern about the way the BBC has handled your personal data, you can raise your concern with the supervisory authority in the UK, the Information Commissioner's Office (ICO) <https://ico.org.uk/>

Updating this privacy notice

We will revise the privacy notice if there are significant changes to how we use your personal data.