

BBC Radio Lancashire Let's Get Lyrical Telephony Competition

Privacy Notice and Terms and Conditions

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?

Audiences are at the heart of everything we do at the BBC. We actively engage and ask our audience to take part and contribute in a variety of ways, including via telephony competitions.

Information on how to take part will be explained on-air or online including the specific competition rules that apply.

If you appear 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.

We may use your on-air appearance (if applicable) for promotional purposes on the BBC's social media sites.

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

The BBC will collect and process your personal data for the purposes of administering the telephony competition; keeping a record of winners for compliance and auditing purposes; to create broadcast content; and to provide the winner with their prize.

Personal data

Depending on the nature of the competition, the BBC may collect and process the following **personal data** about you:

- Full name
- Phone number
- Your age, or confirmation you are old enough to take part
- A broadcast recording of your voice
- Your opinions, answers to our questions and biographical information you may wish to share

We may also collect your email address or postal address if you are a winner so that we can send you your prize.

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.

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We also have a **legal obligation** to process the personal data of the winners to comply with relevant competition regulations.

Sharing your personal data

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. For telephony competitions we use a third-party telephony platform.

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

Retaining your personal data

Personal data stored on the telephone platform, such as contact telephone number and any call recordings, will be kept for six (6) months, then deleted.

Other personal data from unsuccessful entrants will be retained for 24 hours.

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

If you appear on a broadcast, the programme will be retained and archived in perpetuity by the BBC.

Your personal data will be stored in the UK and the European Economic Area (EEA).

Your rights and more information

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

- You can **request a copy** of the personal data the BBC stores about you.
- You have the right to request that we **rectify** any inaccurate or incomplete personal data that we hold about you.
- 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.

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TERMS AND CONDITIONS

1. The competition is open to all residents of the UK, including the Channel Islands and the Isle of Man, aged 18 or over, except BBC or BBC Group company employees and anyone connected with the competition. Proof of age and eligibility may be requested.

2. The competition will be played during the BBC Radio Lancashire weekday breakfast programme from Monday to Friday (except when editorial requirements lead to a change in schedule or a change in programme content).

3. During each programme, listeners will be invited to call in and register to play by correctly answering a qualifying question. Lines will open at around 07:20 but will vary so please listen to announcements during the programme. Lines will close at 08:30

4. Listeners can enter by calling 0800 78 33 583 - calls are free from landlines and mobiles. You may enter once per day – any additional entries will not count.

5. One contestant will be selected at random from those who correctly answer the qualifying question. A member of the production team will call them back so they can play the live on-air quiz at around 08:50.

6. The contestant will then be played a part of a song and they will need to sing or say the next word in the lyric when the song ends. If they guess the next word correctly they will win a pair of BBC Radio Lancashire Odd Socks.

7. Entrants must ensure that they are available on the telephone number provided to take the call from the production team if they are selected to play. If an entrant is not available after three attempts by the production team, another correct entrant will be randomly selected.

8. The prize is a pair of BBC Radio Lancashire Odd Socks. There is no cash alternative and the prize cannot be sold or transferred in any circumstances.

9. The BBC's decision as to prizes awarded is final. No correspondence relating to the competition will be entered into.

10. In the event of the production team receiving no entries for the qualifying question the producer will reserve the right to change or amend the question within a reasonable timescale so as to leave enough time for people to enter.

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11. 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 brings the BBC into disrepute; and (iii) disqualify an entrant or winner, withdraw or substitute any prize, should any entrant or winner at any stage exhibit inappropriate or dangerous behaviour (including, but not limited to being under the influence of alcohol, chemical substances or causing a nuisance).

12. Entrants will be invited to take part in any post-competition publicity.

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

14. The BBC, its sub-contractors, subsidiaries and/or agencies cannot accept any responsibility whatsoever for any technical failure or malfunction or any other problem which may result in any entry not being properly registered.

15. 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.

16. The promoter of the competition is the British Broadcasting Corporation and the applicable law is the laws of England and Wales.

17. This competition accords with the BBC's Code of Conduct for Competitions and Voting, details of which can be found at: <https://www.bbc.com/editorialguidelines/guidance/code-of-conduct>