

SMARTY Customer Handset Survey Prize Draw Terms & Conditions

February 2022

These terms and conditions are the rules which apply to this Prize Draw. By submitting an entry, entrants will be deemed to have agreed to be bound by them.

Promoter

1. SMARTY Customer Survey prize draw ("**Prize Draw**") is organised by Hutchison 3G UK Limited of Great Brighams Mead, 1 Vastern Road, Reading, Berkshire RG1 8DJ ("**SMARTY**" or "**We**"), trading as SMARTY ("**SMARTY**"). The Prizes are (as defined at paragraph 6 below) administered and provided by SMARTY.

Dates

2. The Prize Draw opens on 22nd February 2022 at 15:00 and closes on 27th February 2022 at 00:59.

Eligibility

3. To be eligible to enter the Prize Draw entrants must be a SMARTY customer, who completes the "SMARTY Customer Handset Survey" and opts-in to the Prize Draw, they must be over 16 years of age and a UK resident ("**Eligible Entrants**"). This Prize Draw is not open to employees of SMARTY, its agents, contractors, consultants, or anyone professionally connected with the Prize Draw.

Entry

4. To enter the Prize Draw, Eligible Entrants must complete the "SMARTY Customer Handset survey" and opt in to the Prize Draw. Personal details including name, and email address will be captured ("**Qualifying Entries**").

Rules

5. The following rules shall also apply to the Prize Draw:
 - a. Only one entry per Eligible Entrant will be considered by SMARTY and entered into the Prize Draw. Multiple entries will render all entries made by that person void.
 - b. Late entries will not be taken into consideration in winner selection.
 - c. Each entrant warrants that all information submitted by them is true, accurate and complete and SMARTY is not responsible for any information which is invalid or incomplete.
 - d. SMARTY reserves the right to exclude and/or disqualify any entry which it deems, in its sole and absolute discretion: (i) to be offensive or

inappropriate; (ii) fails to comply with these terms and conditions; and/or (iii) to be contrary to the spirit or intention of the Prize Draw.

Prize

6. There will be thirteen separate winners; one will receive a £100 Amazon Voucher, two will receive a £50 Amazon voucher and ten will each receive a £10 Amazon Voucher. Only one Prize per winner will be awarded. Prize allocation remains at SMARTY's sole and absolute discretion.

Selection of winners

7. The winners will be randomly selected by a computer process, under independent supervision, from all Qualifying Entries on 28th February 2022. The decision will be final and SMARTY will not enter into any correspondence.

Contacting the winners

8. Reasonable efforts will be made by SMARTY to contact the winners of each Prize via email by 2nd March 2022. Eligible Entrants should check their junk mail between 1st March and 2nd March 2022 and SMARTY shall not be responsible in the event a winner does not claim the Prize because they have failed to do so. If the winners of the Prizes cannot be successfully contacted, do not claim the Prizes within 72 hours of notification (by responding to SMARTY), or are unable to comply with these terms and conditions, SMARTY reserves the right to offer the relevant Prizes to another Eligible Entrant (who will be selected in the same manner described in paragraph 7). Failure to respond or failure to meet the eligibility requirements may result in forfeiture of the Prizes.

Redeeming your Prize

9. The winners of the SMARTY Customer Handset Survey Prize Draw may be required to submit additional valid identification before receiving the Prize. Acceptable forms of identification remain at SMARTY's sole and absolute discretion. Each winner warrants that all information submitted by them is true, accurate and complete and SMARTY is not responsible for any information which is invalid or incomplete, including any contact details. SMARTY shall use reasonable endeavours, subject to these terms and conditions, to fulfil the Prize as soon as reasonably possible after the winners have claimed it and confirmed via email.

Privacy

10. Any personal data collected by SMARTY in connection with this Prize Draw will be used to administer and fulfil this Prize Draw. Information that entrants supply when entering the Prize Draw will be used only in accordance with SMARTY's Privacy Policy and these terms. Our use of such information will also be subject to our Privacy Notice contained in section 13 of the Terms and Conditions

governing the use of SMARTY's Services. To view SMARTY's Privacy Policy, see: <https://cdn.smarty.co.uk/files/SMARTY-Online-Privacy-Policy.pdf>

11. The winners will be asked when they are contacted by SMARTY (as described in paragraph 8) whether they consent to their first name and entry being used in any post-promotion marketing activity across some or all of SMARTY's media channels.
12. The surname and county of the winners can be obtained by sending an email to team@smarty.co.uk within 30 days after the date of the closing date of the Prize Draw. If you object to this information being published or made available, please write to us at team@smarty.co.uk. In such circumstances, SMARTY must still provide the information and winning entry to the Advertising Standards Authority on request.

General:

13. The Prize is not transferable or exchangeable. No cash alternatives will be offered. SMARTY reserves the right at any time to substitute the Prize for an alternative prize of similar or greater value where circumstances beyond our control makes it necessary to do so. Further, we reserve the right to amend these terms and conditions (including altering the Prize) at any time without notice by updating these terms and conditions and publishing them at smarty.co.uk/terms. No communications will be entered into by SMARTY regarding this. This Prize Draw is free to enter and no purchase is necessary.
14. This Prize Draw is in no way endorsed by, sponsored by, associated with or administered by any third parties.
15. All third party terms and conditions relating to the Prize Draw or the Prize itself are beyond our control. SMARTY cannot accept responsibility and will not be liable for any failures to abide by any or all third-party terms applying to the Prize.
16. SMARTY cannot accept responsibility for entries lost, corrupted, or delayed in transmission or for the failure by any winner to check their emails (including junk folder) or voice messages.
17. Entry into the Prize Draw signifies your acceptance of these terms and conditions. These terms are governed by English law.