



ELECTRICITY NORTH WEST LIMITED - CUSTOMER VOICE FEEDBACK PANEL & PRIZE DRAW

TERMS AND CONDITIONS

Below sets out the terms and conditions for participation in Electricity North West (**ENWL**) Customer Voice Feedback Panel which offers the opportunity to win one of three prizes in the form of vouchers each month for responding to surveys / feedback requests. These shall be referred to as the “**Terms**”.

1) Name	Customer Voice Feedback Panel
2) Website	www.enwl.co.uk
3) Timeframes	Invitation to survey will likely be monthly, with a free prize draw offered after each survey
4) Entrant Restrictions	<p>Any entries received after the end date (stipulated on the email invitation) will be invalid.</p> <p>The prize draw is open to UK residents aged 18 years or over at the date of their entry, who are registered as participants on the Customer Voice Feedback Panel.</p> <p>Employees (and their family members) of ENWL are not excluded from participating in the Customer Voice Feedback Panel, entering the free prize draw or being the monthly winner.</p> <p>In entering the prize draw, you confirm that you are eligible to do so and eligible to claim the prize. You may be required to provide proof of eligibility.</p>
5) Routes of entry and costs	<p>You can enter the free prize draw by:</p> <ol style="list-style-type: none">1. Registering for participation in the Customer Voice Feedback Panel on the website via Customer voice panel (enwl.co.uk)2. The selected winner will be contacted via email after the survey closes.3. ENWL will not accept:<ol style="list-style-type: none">i. Responsibility for responses / entries that are lost, mislaid, damaged, or delayed, regardless of cause, for example network server issues or equipment failure.ii. Proof of submission as proof of receipt of entry to the prize draw.4. By registering to participate in the Customer Voice Feedback Panel and submitting a prize draw entry, you are agreeing to be bound to these terms and conditions.



6) Draw details	<p>There will be three prize draws each month.</p> <ul style="list-style-type: none">i. £50ii. £30iii. £20 <p>Each prize will be issued as a shopping voucher of the winner's choice – vouchers must be able to be purchased online and sent via email.</p> <p>The prize is not transferrable, and no other alternative is available.</p> <p>Winners will be drawn at random using an online random generator tool.</p> <p>Winners will be contacted via email and provided with a date by which to respond to claim their prize. If the winner does not respond to the email by 20:00 on the specified date the prize will become invalid, and a new winner will be drawn.</p> <p>ENWLs decision is final.</p>
7) Winner announcement	<p>The winners will be contacted via the email provided on the entry as soon as possible but no later than 7 days after the draw.</p> <p>Names of winners will be published in the quarterly newsletter shared with all Customer Voice Feedback Panel members – winners have the right to request to not be included.</p>
8) Prize provider	Electricity North West



<p>9) Data Protection / GDPR</p>	<p>ENWL shall use and take care of any personal information you supply, as described in its privacy policy and in accordance with relevant legislation. A copy of the privacy policy can be seen here: Privacy policy (enwl.co.uk)</p> <p>By registering to become a Customer Voice Feedback Panel member and / or entering the prize draw, you agree to the collection, retention, usage, and distribution of your personal information, which shall be strictly in accordance with current UK data protection legislation, in order to process and contact you about your prize draw entry.</p> <p>In registering to participate in ENWLs Customer Voice Feedback Panel you confirm your consent to be contacted using the contact details provided on your registration to provide feedback to ENWL on various aspects of the business, its processes, and services.</p> <p>Personal data may remain stored by ENWL after the prize draw has ended but will not be used for marketing purposes other than in respect of ENWLs Customer Voice Feedback Panel, unless the participant has consented to receive marketing communications.</p> <p>You can unsubscribe from the Customer Voice Feedback Panel at any time by clicking the 'Unsubscribe' link in any of the invitation to survey emails or by emailing voiceofthecustomer@enwl.co.uk</p>
----------------------------------	--



<p>10) Other conditions</p>	<p>Only entries received in accordance with these Terms will be accepted.</p> <p>Only one entry per person. Entries on behalf of another person will not be accepted.</p> <p>ENWL has a right to disqualify participants if it reasonably believed participants have breached any of the Terms.</p> <p>If there is any misunderstanding, mistake or dispute concerning the operation of the prize draw, including the correctness or acceptability of any answers given by winners, or the operation of any technical / communications system, ENWLs decision shall be final, and no correspondence or discussion will be entered into on this subject.</p> <p>ENWL is not responsible for any costs associated with entering the prize draw, including making phone calls or accessing the website.</p> <p>ENWL reserves the right to cancel, amend, terminate, or temporarily suspend the prize draw if it is required to do so due to circumstances outside its reasonable control, with no liability to any participants, entrants or third parties.</p>
<p>11) Contact details</p>	<p>If you have any concerns about how the Customer Voice Feedback Panel and / or associated prize draw has been run, you should email voiceofthecustomer@enwl.co.uk</p> <p>Alternatively, you can write to: Customer Voice Lead, Electricity North West Limited, Hartington Road, Preston, PR1 8AF.</p> <p>A complaint will not be considered if it is made more than 14 days after the date the winner is announced.</p>
<p>12) Limitation of liability</p>	<p>In so far as is permitted by law, ENWL, its agents or distributors will not, in any circumstances, be responsible or liable to compensate a participant, whether successful or not, or accept any liability for any loss, damage, personal injury or death occurring as a result of taking part except where it is caused by the negligence of ENWL, its agents or distributors or that of their employees.</p> <p>Your statutory rights are not affected.</p>