

## **Responsible Gaming Policy**

*Golden Draw Weekly*

*Operated by Tattersall's Sweeps Pty Ltd*

*ABN: 99 081 925 662*

*Level 1, 411 Collins Street, Melbourne, Victoria 3000, Australia*

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### **Effective Date: 29 April 2025**

Golden Draw Weekly, operated by Tattersall's Sweeps Pty Ltd, is committed to providing a safe, enjoyable, and responsible online lottery experience. This Responsible Gaming Policy aligns with the requirements of the Victorian Gambling and Casino Control Commission (VGCCC) and reflects our dedication to promoting responsible play and minimising gambling-related harm.

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## **Commitment to Responsible Play**

At Golden Draw Weekly, we believe lotteries should be a fun and entertaining activity, not a source of financial or personal distress. We are committed to fostering responsible gaming by:

- Providing clear information about our lottery products, including odds and risks.
- Offering tools and resources to help players manage their participation.
- Ensuring compliance with all VGCCC regulations and Australian gambling laws.
- Promoting a culture of responsible gaming through education and awareness.

Our goal is to create an environment where players can enjoy our services responsibly while being supported to make informed choices about their gambling behaviour.

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## **Age Restrictions and Identity Verification**

Golden Draw Weekly strictly enforces a minimum age requirement of 18 years for all participants, in line with Australian law and VGCCC regulations. To ensure compliance:

- All players must provide valid identification during account registration.
- We use robust identity verification processes to confirm age and identity.
- Accounts found to belong to individuals under 18 will be immediately suspended, and any winnings will be forfeited.
- We reserve the right to request additional documentation to verify identity at any time.

These measures protect minors from accessing our platform and ensure a safe gaming environment for all users.

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## **Self-Exclusion and Deposit Limits**

To support responsible gaming, Golden Draw Weekly provides tools to help players manage their lottery participation:

- **Self-Exclusion:** Players can opt to self-exclude from our platform for a specified period (minimum 6 months) or permanently. During this time, access to their account will be blocked, and no marketing materials will be sent. Players can initiate self-exclusion by contacting our support team at [support@goldendrawweekly.com.au](mailto:support@goldendrawweekly.com.au) or through their account settings.
- **Deposit Limits:** Players can set daily, weekly, or monthly deposit limits to control their spending. Limits can be adjusted at any time, with increases taking effect after a 7-day cooling-off period to prevent impulsive decisions.
- **Activity Monitoring:** Players can access their account history to review their spending and participation patterns.

We encourage players to use these tools proactively to maintain control over their lottery activities.

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## Signs of Problem Gambling and Help Resources

Golden Draw Weekly is dedicated to helping players recognise and address problem gambling. Signs of problem gambling may include:

- Spending more time or money on gambling than intended.
- Feeling anxious, stressed, or irritable when not gambling.
- Chasing losses or borrowing money to gamble.
- Neglecting personal responsibilities, relationships, or work due to gambling.

If you or someone you know is experiencing these signs, help is available. We strongly encourage seeking support through the following resources:

- **Gambling Help Online:** Free, confidential support 24/7 at [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au) or 1800 858 858.
- **Gambler's Help:** Victoria-based counselling and support services at 1800 858 858.
- **Lifeline:** Crisis support at 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au).

Golden Draw Weekly provides links to these services on our website and in player communications. We also offer a self-assessment tool to help players evaluate their gambling behaviour.

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## Staff Training and Internal Monitoring

To uphold our responsible gaming commitments, all Golden Draw Weekly staff undergo regular training on:

- Identifying signs of problem gambling.
- Handling player inquiries about responsible gaming tools and support.

- VGCCC regulations and compliance requirements.

We maintain internal monitoring systems to detect potentially harmful gambling patterns, such as excessive spending or frequent deposits. If concerning activity is identified, our team may contact the player to offer support or recommend responsible gaming tools. In some cases, we may impose temporary account restrictions to protect the player, in accordance with VGCCC guidelines.

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## Privacy & Data Use Related to Responsible Gaming

Golden Draw Weekly is committed to protecting player privacy and using data responsibly in support of our responsible gaming objectives. We collect and process personal information to:

- Verify age and identity.
- Monitor gambling activity for responsible gaming purposes, such as identifying patterns of problem gambling.
- Provide tailored responsible gaming interventions, such as offering self-exclusion or deposit limit options.

All data is handled in accordance with our Privacy Policy and the Australian Privacy Principles (APPs). We do not share player information with third parties for marketing purposes, and we use secure systems to protect data. Players can access, update, or request deletion of their data by contacting [support@goldendrawweekly.com.au](mailto:support@goldendrawweekly.com.au).

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### **Last Updated: 29 April 2025**

This Responsible Gaming Policy is reviewed annually or as required to ensure compliance with VGCCC regulations and best practices. Any updates will be communicated to players via email and published on our website.

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Contact: [support@goldendrawweekly.com.au](mailto:support@goldendrawweekly.com.au)