

Local BBC radio phone-in competition

Terms and Conditions & Privacy Notice

The promoter of the competition is the BBC. Please listen carefully for specific details of your local radio station competition as this may broadcast as a simulcast across multiple stations.

Eligibility

1. Entry is open to all UK residents (including Channel Islands and the Isle of Man) aged 18 or over, except BBC employees or those of its affiliates and their close relatives or any person connected to the competition. Confirmation of identity and eligibility may be requested, as well as age, where a minimum age has been expressed as a requirement of the prize or any other element of the competition.

How to enter

2. Listeners will be offered a test of skill or knowledge, normally a question to answer. The open and close times will be clearly announced on-air and possibly online if appropriate. Please listen carefully to announcements. The open time may be indicated on-air by a trigger (e.g., a song/ klaxon), if so, this will be clearly described on-air before the competition opens. On occasion there may be additional information provided online.
3. Entry to the competition is by calling the relevant station number which will be announced on-air (and online if appropriate) prior to the competition opening. Calls are free from landlines and mobiles except where stated otherwise. No other method of entry will be accepted.
4. Only one entry is allowed per listener per round of the competition. If you are a previous winner, please listen carefully on-air to find out if you are permitted to enter again.
5. The presenter will announce when the phone lines will be open for registration. Every caller who gets through will have their name, location and contact number taken. Entrants will also be asked to confirm they are over the age of 18. Phone lines will be open as announced on-air, but this is subject to editorial change so please listen carefully.
6. When the phone lines close, an entrant will be selected using an independent randomised draw system and contacted by telephone off-air. If the entrant does not pick up the phone after reasonable attempts or the shortlisted entrant is rude or abusive, the BBC reserves the right to disqualify the entrant and contact the next eligible randomly selected entrant.
7. Once eligibility has been confirmed by the BBC, the randomly selected entrant will go live on-air to answer a question. If the entrant answers correctly, they will win the prize. If they are not successful, the presenter will move on to the next randomly selected entrant who will answer a new question and the same process will be followed again; this will continue until the prize is won or no further airtime allows. Any prizes remaining to be won may be offered in new competitions in the future if editorially appropriate.

8. The phone number from which the phone entry is made in the registration process must be the entrant’s phone. The entrant must be entering on their own behalf. The BBC reserves the right to disqualify any entrant who did not register using their own phone or on their own behalf; this may mean that another entrant from all the entries is chosen.
9. The competition may be daily, weekly or a one-off – this will be described clearly on-air. The competition is only open during the times announced on-air. Entries received outside these times will not be registered.

Prize

10. The prize is as described by the BBC on-air, and in some cases, on the corresponding web pages where applicable.
11. There will be no additional element, fees or expenses offered unless expressly described as part of the prize.
12. There is no cash alternative, and the prize cannot be sold or transferred in any circumstances.
13. The winner cannot copy or distribute the prize or copies of it. Any programme names, branding or logos on or associated with the prize cannot be used or reproduced by the winner in any way. The winner shall not do anything with the prize that might bring the BBC in to disrepute.
14. Where required, the BBC will pass on details of the winner to the appropriate prize provider/venue to arrange prize fulfilment. If the prize requires additional action (such as collection of tickets at the box office) the winner must follow instructions given (which may include proof of identity). The BBC is not responsible for any failure to follow such instructions.
15. The prize may have additional requirements which alter the eligibility for entrants to the competition (such as, but not limited to, an age limit for entry to an event for which tickets are offered). In these instances, the changes to the eligibility requirements will be announced clearly on-air.
16. If the prize includes tickets or entry to an event, the BBC will not be responsible for any failure by the winner and guests (if applicable) to gain entry or re-entry to the event due to their behaviour or their failure to meet the admission requirements of the event, including, but not limited to, minimum age. Winners are responsible for checking admission requirements to the venue. The BBC will not be responsible for the suspension or cancellation of the prize event. 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 events.
17. The winner acknowledges that event tickets have additional Terms and Conditions. Winners (and their guests where applicable) agree to abide by the Terms and Conditions of the ticketed event. The BBC is not responsible for third party terms or third-party websites related to the prize.

General

18. Entrants agree to participate in post-competition publicity if required.
19. The names and approximate location of winners will be made public.
20. The BBC’s decision as to entrants, winners and prizes awarded is final. No correspondence relating to the competition will be entered into.
21. The BBC, its sub-contractors, subsidiaries and/or agencies cannot accept any responsibility whatsoever for any technical failure or malfunction, nor for any other problem with any server, network, system or otherwise which may result in any entry not being properly registered.
22. The BBC reserves the right to: (i) amend these terms and conditions including, but not limited to, the competition opening and closing times; (ii) disqualify any entrant who breaches the rules, has acted fraudulently in any way or has brought the BBC into disrepute; (iii) where applicable, disqualify an entrant or winner, withdraw or substitute any prize, should any entrant, winner or their guest at any stage exhibit inappropriate or dangerous behaviour (including, but not limited to being under the influence of alcohol, illegal drugs or chemical substances or causing a nuisance) before or whilst on-air, attending BBC premises or where the prize includes attendance to an event, exclusion from that event; and (iv) impose any additional entry restrictions or requirements should the prize being offered require such restrictions or requirements (including but not limited to tickets for events with an age minimum or other entry requirements).
23. 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.
24. Entrants will be deemed to have accepted these Terms and Conditions and to agree to be bound by them when registering.
25. These Terms and Conditions are governed by the laws of England and Wales.
26. This competition accords with the [BBC's Code of Conduct for Competitions and Voting](#).

BBC England Local Radio Competition

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
- Location
- 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.

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 six (6) months , then deleted.

Other personal data from unsuccessful entrants will be retained until the end of each competition day.

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.

