

## Privacy Notice and Terms and Conditions

### Telephony Radio Competitions 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.

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 months, then deleted.

Other personal data from unsuccessful entrants will be deleted at the end of each week.

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.

## **Terms and Conditions**

### **Eligibility**

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.

### **How to enter**

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

3. During each programme, there will be one round of the competition. Each time, listeners will be invited to call in to register to play. The entry window will be open for approximately 30 minutes – the opening and closing times will vary so please listen to announcements during the programme.

4. Listeners can enter by calling 0808 100 3 800 (calls are free from landlines and mobiles). You may enter once per round of the competition – any additional entries or calls outside this window will not count.

5. For each round, one entrant will be selected at random from the eligible entries and a member of the production team will call them back so they can be put live on-air to play the game.

6. 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 reasonable attempts by the production team (in the BBC's sole discretion), another correct entrant will be randomly selected for that round of the quiz.

7. 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.

### **Prizes**

8. Once the entrant enters the virtual lift and the music begins, they will be given 60 seconds to correctly guess the song title or artist of the music playing on each floor. Callers cannot progress to the next floor until they correctly guess the artist or title of their current floor. They can request up to two "Lou Clues" per game but they forfeit the mini-prize on the fourth floor if they choose to have a clue. If they correctly guess the music on every floor they win the star prize. The mini prize and the star prize will be described on-air each day. Other prizes may be added or substituted at the BBC's discretion and shall be announced on-air, if applicable. The prizes are as described and the BBC is not responsible for entrants failing to follow instructions.

9. The prize is for the winner's personal enjoyment only and cannot be sold or transferred in any circumstances. The winner cannot copy, reproduce 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.

10. The winner shall not do anything with the prize that might bring the BBC in to disrepute.

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

12. There is no cash alternative, and the prize cannot be sold or transferred in any circumstances.

### **General**

13. 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); (iv) cancel the competition, at any stage, if in its opinion it is deemed necessary or if circumstances arise outside its control.

14. Entrants agree to take part in any reasonable post-competition publicity.

15. Winners may not re-enter the competition for one week.

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

17. 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.

18. 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.

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

20. This competition accords with the BBC's Code of Conduct for Competitions and Voting, details of which can be found [here](#).