

Terms & Conditions for Hyde Customer Involvement prize draws

1. The promoter is: Hyde Housing Association Ltd (Hyde); Community Benefit Society No 18195R and an exempt charity, registered with the Homes & Communities agency no. LH0032. Our registered office is at: 30 Park Street, London SE1 9EQ.
2. Neither employees of Hyde, nor their family members, shall be permitted to enter the prize draw.
3. There is no entry fee and no purchase is necessary to enter this prize draw.
4. Please refer to the original promotional information for this activity for guidance about what you need to do to enter the prize draw and for the closing date. Here is some generic guidance:
 - a. If the prize draw is for a competition related to The OAK, Hyde's customer involvement website, you must have registered to enrol on The OAK and taken part in the activities described, before the closing date. Details of what is deemed 'an activity' will be set out in the original promotional message for this draw.
 - b. If this prize draw is for completion of a survey, please refer back to the survey's supporting information for what you need to do and the closing date. If the survey requires you to provide evidence about a service that Hyde has delivered, we may need to validate the information you provide to ensure that the service request was made as described.
 - c. If the prize draw is in relation to a discussion / focus group or meeting, then in order to be entered you must actively participate in the session. This could include offering opinions or feedback when asked or sharing your experience of Hyde's services. Please refer to the session invitation for the subject matter and expectations of the relevant meeting.
5. Closing dates and times stated will be in UK time (Great Britain). No further entries to competition will be permitted after the stated closing dates. No responsibility can be accepted by Hyde for entries that arrive after the closing date. It is entrants' responsibility to ensure that their entry arrives with us on time.
6. Hyde reserves the right to cancel or amend the competition and these terms and conditions without notice in the event of a catastrophe, war, civil or military disturbance or any actual or anticipated breach of any applicable law or regulation or any other event outside of the promoter's control. Any changes to the competition will be published on the Hyde website and social media as soon as possible.
7. Hyde is not responsible for inaccurate prize details supplied to any entrant by any third party connected with this competition.
8. No alternative to the stated prizes will be offered. The prizes are not transferable. Prizes are subject to availability and we reserve the right to substitute any prize with another of equivalent value without giving notice.
9. Winners will be chosen by random using random number generator software from all entries received and verified by members of Hyde's Customer Involvement Team.
10. The winner will be notified by email within 28 days of the closing date. If the winner cannot be contacted or does not claim the prize within 14 days of notification, we reserve the right to withdraw the prize from the winner and pick a replacement winner.
11. Hyde will endeavour to deliver the prize to the winner, but if not possible, will notify the winner when and where the prize can be collected.
12. Hyde's decision in respect of all matters to do with this competition will be final and no correspondence will be entered into.
13. The competition and these terms and conditions will be governed by English law and any disputes will be subject to the exclusive jurisdiction of the courts of England.
14. We will ask the winner whether they agree to the use of their name (first name only) in publicity material. Any personal data relating to the winner or any other entrants will be used solely in accordance with current UK data protection legislation and will not be disclosed to a third party without the entrant's prior consent.
15. Entry into the competition will be deemed as acceptance of these terms and conditions. For further information contact: customerinvolvement@hyde-housing.co.uk