

## PRIZE DRAW TERMS AND CONDITIONS

### EPIC Tenant Satisfaction Survey – Voucher Prize Draw

#### 1. Promoter

- 1.1. The Prize Draw is administered by In-house Research Ltd (“the administrator”) on behalf of Empowering People Inspiring Communities (EPIC) Limited (“EPIC” or “the Promoter”).
- 1.2. The Administrator is responsible for conducting the survey and administering the Prize Draw.

#### 2. Purpose

- 2.1. The Prize Draw is offered as an incentive for eligible tenants invited to participate in EPIC's tenant satisfaction survey.
- 2.2. Participation in the Prize Draw is independent of survey responses.

#### 3. Eligibility

- 3.1. The Prize Draw is open to individuals who:
  - 3.1.1. Are aged 18 years or over;
  - 3.1.2. Are an EPIC tenant or shared owner and have been invited to participate in the tenant satisfaction survey;
  - 3.1.3. Complete the survey (online, by post or by telephone);
- 3.2. Only one entry per household is permitted.
- 3.3. Employees of EPIC, In-house Research Ltd, or any organisation directly involved in administering the Prize Draw, and their immediate families, are not eligible.

#### 4. How to Enter

- 4.1. To enter, participants must:
  - 4.1.1. Complete the survey during the survey period;
- 4.2. Entry is free and no purchase is required.

#### 5. Survey and Prize Draw Period

- 5.1. The Prize Draw will run from 16<sup>th</sup> June 2026 to 16<sup>th</sup> August 2026.
- 5.2. Entries received after the closing date will not be included.

#### 6. Prizes

- 6.1. The following prizes are available:
  - 6.1.1. Ten (10) shopping vouchers of £25 each
- 6.2. Total prize value: £250.
- 6.3. Vouchers will be issued in the form specified by the Promoter (EPIC).
- 6.4. Prizes are non-transferable and no cash alternative is available.
- 6.5. The Promoter reserves the right to substitute a prize with one of equal or greater value if circumstances require.

#### 7. Winner Selection

- 7.1. Winners will be selected at random from all eligible entries received during the Prize Draw period.
- 7.2. The draw will take place within 14 days of the survey closing date.
- 7.3. The random selection process will be conducted by the Administrator.

#### 8. Winner Notification

- 8.1. Winners will be contacted using the contact details on their tenancy record.
- 8.2. If a winner does not respond within 14 days of first contact, the Promoter reserves the right to select an alternative winner.
- 8.3. Prizes will be issued within a reasonable timeframe following confirmation.

#### 9. Data Protection and Confidentiality

- 9.1. Personal data will be processed in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- 9.2. Contact details collected for the Prize Draw will be used solely for:
  - 9.2.1. Administering the Prize Draw;
  - 9.2.2. Contacting winners;
  - 9.2.3. Issuing prizes.
- 9.3. Survey responses are confidential and will be reported in aggregate form only, in line with the MRS Code of Conduct.
- 9.4. Entry into the Prize Draw is not linked to survey answers. Survey responses do not affect the chances of winning.

#### 10. Liability

In-house Research Ltd

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- 10.1. The Promoter and Administrator accept no responsibility for entries that are incomplete, lost, delayed, or not received due to technical or other reasons outside their reasonable control.
- 10.2. The Promoter reserves the right to disqualify any entry where there is reasonable evidence of misuse or breach of these Terms & Conditions.

**11. General**

- 11.1. The Promoter reserves the right to amend, suspend or withdraw the Prize Draw where necessary due to circumstances beyond reasonable control.
- 11.2. These Terms & Conditions are governed by the laws of England and Wales.
- 11.3. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

**12. Acceptance of Terms**

- 12.1. By completing the survey and entering the prize draw, participants are deemed to have accepted these terms and conditions.