

What is SENSE?

SENSE is a system which has been developed in order to provide easy access for people who believe they have a problem with their gambling and wish to voluntarily self-exclude nationally from any land based casino in the UK participating in the SENSE scheme.

Who administers SENSE?

SENSE is administered and operated by the National Casino Forum (NCF) on behalf of its members. For a full list of participating casinos go to www.playingsafe.org.uk. NCF controls the processing of personal information held on the SENSE system.

How does it work?

When you ask to self-exclude from a casino you will be asked if you would like to join SENSE. A manager will speak to you and take some basic details, name, address, and membership information along with a photo and signature; by joining SENSE you are providing permission to share your self-exclusion request with other casino operators using the secure SENSE database in accordance with the terms and conditions of SENSE that will be brought to your attention and which are also included in this leaflet.

The end date of any existing self-exclusion agreements in place with casinos participating in SENSE will be varied in order to substitute in its place the end date of the SENSE voluntary self-exclusion once a SENSE enrolment application has been processed.

After joining SENSE

Within seven days of your enrolment on the SENSE system, any membership/loyalty scheme held with SENSE participating casinos will be closed.

Casinos participating in the SENSE scheme should cease to send gambling related marketing and promotional material to the contact details you have provided when enrolling onto SENSE. It is your responsibility to ensure that the information you provide when joining SENSE is accurate and up to date.

What should I do if I continue to receive casino marketing materials?

Initially you should inform the company concerned. In the event that marketing material continues to be received you can contact info@playingsafe.org.uk.

How long will I be excluded for?

SENSE exclusion is for a minimum of six months, but remains in place unless or until you request to be removed from the SENSE scheme.

Self-exclusion cannot be withdrawn or cancelled before the minimum six month period has expired.

How do I join SENSE?

You can join in person at a casino, a manager will assist you with the quick and simple enrolment process, and proof of identification will be required. Alternatively you can ask to join SENSE by contacting a casino via email, telephone or letter this approach will require the casino manager to contact you directly and advise you how to take the enrolment forward. This process may take a little longer but this is necessary to ensure that compliance with data protection requirements is adhered to.

You can find out more about SENSE and how to enrol in SENSE via the Playing Safe website www.playingsafe.org.uk.

Who is responsible for keeping me out of casinos?

You are primarily responsible; however, casinos participating in SENSE will do all they reasonably can to help you.

What if I visit a casino while I'm enrolled in the SENSE scheme?

You will be asked to leave immediately you are identified as being in the SENSE scheme, regardless of whether you take part in gambling. Any monies you have staked and any winnings may be forfeited if you gain entry and gamble whilst self-excluded.

Being asked to leave may be embarrassing, so breaching the SENSE scheme is not a good idea!

Can I just exclude from some casinos and not others through the SENSE scheme?

SENSE is intended to offer ONLY national self-exclusion from ALL casinos in the scheme. If you do not wish to exclude nationally, you should ask what other options an operator may offer to help you address your gambling problems.

SENSE does not share your information with any other organisations or financial institutions

Can I get help or advice about problem gambling while I'm excluded?

Yes, and we strongly encourage that you do so. GamCare provides invaluable help and advice and is not just confined to those with the most extreme gambling problems. They can be contacted on 0808 8020 133 or via www.gamcare.org.uk. For a full list of treatment providers please visit www.playingsafe.org.uk.

Will SENSE keep me away from other forms of gambling?

SENSE exclusion only applies to UK land based casinos. Other businesses offering gambling have their own schemes to help people who have problems with their gambling products. You should contact all other gambling providers that you may use and ask what help they are able to offer.

Is SENSE the only help on offer?

No. If you don't think you have a problem that requires you to exclude but would like help controlling your gambling (for example by setting limits), operators can offer other help. So don't be afraid to seek support and advice from casino staff.

What information will SENSE store about me?

SENSE stores only (a) the personal information (including a photograph) you provide when you enrol in the scheme, (b) any information provided by operators that is directly related to your self-exclusion and (c) any additional information provided by operators that relates to breaches or attempted breaches or that may be useful to support your wish to be excluded from casino gambling.

SENSE does not hold any financial information about your gambling wins or losses.

With whom is information about me shared?

Your information is shared solely with those authorised to access the SENSE system (namely NCF, the land based casinos in the UK participating in the SENSE scheme and the treatment providers listed on www.playsafe.org.uk).

SENSE does not share your information with other organisations or financial institutions.

SENSE is a secure system only accessible to registered personnel and complies with the security requirements of ISO 27001.

SENSE does not hold any financial information about your gaming wins or losses.

For what purpose or purposes will information about me be used?

The information about you will be used to protect your vital interests in supporting your wish to voluntarily self-exclude nationally from any land based casino in the UK participating in the SENSE scheme and to enable compliance by those casinos with their legal obligations and to enable the use of such information in connection with statistical purposes.

For further information on how your information is used, how we maintain the security of your information and your rights to access information we hold about you, please contact: info@playingsafe.org.uk.

How long will SENSE hold information about me?

Your self-exclusion data will be held for as long as your exclusion is in place and for a minimum of three years from the end of your self-exclusion.

How do I leave the SENSE scheme?

After the minimum exclusion period of six months you can ask to be removed from SENSE. You can request to leave SENSE at any casino participating in the SENSE scheme: this does not have to be the casino where you originally enrolled. A manager will speak to you and ask you to sign a request form. Removal from SENSE does not automatically entitle access to casino gambling. A 24-hour time period may be required to elapse before you are allowed to enter a casino premises after your initial request for removal from SENSE.

Are my memberships reinstated when I leave the SENSE scheme?

No. Re-joining memberships of casinos or loyalty schemes is not automatic once you withdraw from SENSE. It's up to you whether you wish to apply to reinstate any or all casino memberships individually by contacting the operators concerned.

What if I have a concern or complaint about the SENSE system?

If you have a genuine concern or complaint about the SENSE system please email concern@playingsafe.org.uk.

SENSE ENROLMENT TERMS AND
CONDITIONS THAT REQUIRE
YOUR AGREEMENT:

- 1** I always have the primary responsibility for excluding myself from casinos.
- 2** SENSE offers a voluntary self-exclusion agreement between myself and all the casinos in the Playing Safe SENSE scheme (the “participating casinos”) to help me to self-exclude.
- 3** The information I have provided in the SENSE enrolment form is accurate.
- 4** I agree that (a) the information and photograph I have provided, (b) any information provided by operators that is directly related to my self-exclusion and (c) any additional information provided by the participating casinos or any of them that relates to breaches or attempted breaches by me or that may be useful to support my wish to be excluded from casino gambling, can be:
- 1) circulated to other participating casinos and
 - 2) made available to all persons authorised to access the SENSE system and
 - 3) used by each participating casino for the purposes of completing their regulatory returns to the Gambling Commission.
- 5** The minimum period of self-exclusion is 6 months and I cannot be removed from SENSE enrolment within that period.
- 6** The end date of any existing self-exclusion agreements in place with one or more of the participating casinos will be varied in order to substitute in its place the end date of the SENSE voluntary self-exclusion once a SENSE enrolment application has been processed and I have thereby self-excluded through SENSE.
- 7** Within seven days of my enrolment with SENSE, my membership of, and loyalty schemes held with, participating casinos will be closed.
- 8** I will not enter or attempt to enter any casino premises whilst enrolled in SENSE and should I do so I will be considered to have breached this agreement.
- 9** Participating casinos will not be held liable for any matter whatsoever if I enter a casino whilst self-excluded through SENSE.
- 10** Money staked by me and any winnings arising therefrom may be forfeited if I gain entry to a participating casino and gamble whilst self-excluded through SENSE.
- 11** A 24 hour time period may be required to elapse before I am allowed to enter a casino premises after my initial request for removal from SENSE.
- 12** REMOVAL from SENSE does not reinstate ANY membership that I may have or ANY loyalty scheme I may participate in.
- 13** To protect my vital interests and to enable compliance by the participating casinos with their legal obligations and to enable use of the information referred to at point 4 above in connection with statistical purposes, I agree that such information will be retained and the data relating there to may be processed for as long as the self-exclusion through SENSE is in place AND for a minimum of three years thereafter should I request removal from SENSE.
- 14** I have been advised that it is in my own best interests not to take part in any form of gambling and I have been informed as to where I can obtain further advice about problem gambling.

FURTHER INFORMATION AND ADVICE
IS AVAILABLE FROM THE FOLLOWING
ORGANISATIONS

GamCare

Helpline 0808 8020 133

Provides information, advice and counselling to individuals who have concerns About problem gambling.

www.gamcare.org.uk

The Gordon Moody Association

186 MacKenzie Road,
Beckenham, Kent
BR3 4SF

Tel: 020 8778 3331

A hostel providing accommodation, therapy and rehabilitation for compulsive gamblers.

www.gordonmoody.org.uk

CNWL National Problem Gambling Clinic

Treatment for problem gamblers living in England and Wales aged 16 and over. Service includes short-term treatment of co-existing mental health conditions.

Crowther Market, 282
North End Road, London
SW6 1NH

Tel: 020 7381 7722

Fax: 020 7381 7723

gambling.cnwl@nhs.net
www.cnwl.nhs.uk/cnwl-national-problem-gambling-clinic/

Gamblers Anonymous (GA)

A self-help fellowship of compulsive gamblers wanting to address their gambling problems. The sister organisation, GamAnon, runs groups for partners/families of compulsive gamblers. Groups are held weekly throughout the country.

www.gamblersanonymous.org.uk

National Debtline

51-53 Hagley Road,
Edgbaston, Birmingham,
B16 8TP.

Tel: 0808 808 4000

Offers advice and support to enable callers to deal with their debts in a pro-active and informed way. Self-help information packs are sent free to individuals with debt problems.

www.nationaldebtline.co.uk

Gambling Commission

All licensed gambling in the UK is regulated by the Gambling Commission.

www.gamblingcommission.gov.uk



Innovating
Responsible
Gambling



National
Casino
Forum

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SELF-EXCLUDING
FROM CASINOS