

## YOURTOWN MYPLACE TERMS AND CONDITIONS

### 1. General

- 1.1 These terms and conditions are myplace Terms and Conditions and form part of the General Terms and Conditions of **yourtown**.
- 1.2 myplace members are defined as supporters who are registered with **yourtown** (ABN 11 102 379 386) for automatic purchases of ticket/s in each Luxury Prize Home Draw or Prestige Car Draw, of which there are 10 Prize Home Draws and 6 Prestige Car Draws each calendar year.
- 1.3 Persons under the age of 18 are not permitted to sign up for a myplace membership.
- 1.4 Members of the **yourtown** Board of Directors, Executive Management, any persons engaged in the draw process, all **yourtown** Information and Technology staff, and the immediate family of those detailed, are not eligible to become a myplace member.

### 2. Registration

- 2.1 To register as a myplace member, you consent to providing your full name (as listed on your drivers licence, passport or proof of ID card), address, contact phone numbers, email address and credit card/payment details to **yourtown**.
- 2.2 myplace members nominate the ticket quantity per draw which determines their subscription amount for their automatic ticket purchase through any one of the following methods:
  - a. Website – <https://yourtownprizehomes.com.au/myplace/memberships>
  - b. Mail – completing the ticket order form mailed via post. These can be returned to **yourtown**, Reply Paid 2944, Brisbane QLD 4001 in the envelope provided (Australia Only).
  - c. Phone – Customers can contact the **yourtown** Customer Call Centre to sign up in Australia: 1800 555 079 (Toll Free except from mobile phones), New Zealand – 0800 441 206 (Toll Free), all other countries +61 7 3368 3399
  - d. For direct debit setup, please scroll down to the bottom of the myplace page and download our direct form from the website at <https://yourtownprizehomes.com.au/myplace> (direct debit available in Australia only) and email to [support@yourtown.com.au](mailto:support@yourtown.com.au) or via post to the address listed above.

### 3. Acceptance

- 3.1 A supporter who registers to become a myplace member is deemed to have read, understood and accepted the Terms and Conditions and that they will be bound by these Terms and Conditions.

- 3.2 When you sign up to become a myplace member, you are entering into an agreement for **yourtown** to make automated payments from your nominated account (credit card or bank account) each Draw. This is considered by the Australian Payments Clearing Association as a recurring payment arrangement.
- 3.3 Under a recurring payment agreement it is your responsibility to manage your account and notify **yourtown** when your credit card details change – including a change of card number and/or change of card expiry date. The expiring of the credit card does not automatically cancel the regular payment agreement and you must still contact **yourtown** directly to cancel your myplace membership.

## 4. Ticket Allocation

- 4.1 As a myplace member you will automatically receive your nominated number of ticket/s equalling the value of your automatic spend amount (ticket subscription) in either the Luxury Prize Home Draws or Prestige Car Draws or both depending on your selection.
- 4.2 myplace tickets will be sent via the method you have chosen when signing up (email, post or both).
- 4.3 If your preferred method of receiving tickets is via email, please ensure that the email address of [noreply@e.yourtown.com.au](mailto:noreply@e.yourtown.com.au) is saved as a favourite contact so that your ticket confirmation will be delivered to your inbox and not sent to spam or junk folders. If you do not receive your ticket/s by email within the campaign period, please contact [support@yourtown.com.au](mailto:support@yourtown.com.au) to ensure your email address is valid and correct. Tickets are confirmation of your purchase, however do not need to be printed or presented to show proof of entry. All ticket numbers are saved on the **yourtown** customer database and can be viewed in your online account.
- 4.4 Your credit card will be charged, or in the case of direct payments your nominated bank account will be debited, to the value of your automatic spend amount during the date range listed on the website at <https://yourtownprizehomes.com.au/myplace/memberships#calendar> This is the first working day after the previous Luxury Prize Home Draw and Prestige Car Draw **or** as per the dates listed on the myplace calendar. Please note processing times for direct debits vary between financial institutions of between 2-8 days. A ticket is not valid or financial until payment is cleared from a financial institution.
- 4.5 Your ticket subscription will be debited by your preferred payment method approximately every 5-6 weeks for a Luxury Prize Home myplace membership or 8-9 weeks for Prestige Car Draws.
- 4.6 If you choose to become a myplace member during a draw, your nominated account will be debited immediately for the first draw and then as per the date range listed above in 4.4.



- 4.6 You should receive your tickets within 10 working days after a successful automatic payment. Regional or overseas supporters who request tickets by mail may take longer.

- 4.7 myplace ticket/s entitle automatic entry into member-only draws as listed in Section 8 below with no further ticket purchase necessary.

### 5. Updating your details

- 5.1 You may update your nominated account or increase or decrease your nominated ticket quantity at any time by logging into your account on our website at [www.yourtownprizehomes.com.au](http://www.yourtownprizehomes.com.au) and selecting "My Account" in the top right hand corner or by calling the following numbers: Australia - 1800 555 054 Toll Free except from mobile phones), New Zealand – 0800 441 206 (Toll Free), all other countries +61 7 3368 3399. Any changes will take effect from the open date of the next Draw.

- 5.2 It is your responsibility to ensure that there are sufficient funds in the nominated account before the due date of any automatic payment.

### 6. Cancellation

- 6.1 You may elect to stop automatic payments and cancel your myplace membership at any time by calling our Customer Service Team on the following numbers: Australia - 1800 555 054 Toll Free except from mobile phones), New Zealand – 0800 441 206 (Toll Free), all other countries +61 7 3368 3399.

- 6.2 If you elect to stop automatic payments and cancel your membership after an automatic payment but before a Draw closing date, you may request to cancel any tickets issued and receive a refund. To receive a refund, tickets must be returned to **yourtown** by the method they were sent. If the tickets were posted, you will be required to physically post the tickets back to **yourtown**. If your tickets were sent via email only, you will need to request cancellation of these in writing by email. If you request to cancel your tickets, you will not receive an entry in that Draw. **yourtown** reserves the right to re-sell tickets that have been cancelled.

- 6.3 **yourtown** will notify you in the event an automatic payment is declined by email or post. **yourtown** reserves the right to cancel your myplace membership if multiple automatic payments are declined without further notice to you.

- 6.4 To reactivate your membership please contact our Customer Service Team on the following numbers: Australia - 1800 555 054 Toll Free except from mobile phones), New Zealand – 0800 441 206 (Toll Free), all other countries +61 7 3368 3399.



## 7. Pausing of myplace membership

- 7.1 You may elect to pause or suspend your myplace membership for up to 12 months by contacting us. Any pausing of myplace will be noted on your account, as well as the date the payments are due to be reinstated.
- 7.2 During any pause or suspension period, any automatic payments will cease and tickets will not be automatically issued in any Draw. You also will not be eligible to be entered into any of the member only draws during this period.
- 7.3 If you wish to purchase tickets outside of your paused myplace membership, you may do so by contacting us or purchasing tickets directly on the website. Any separate purchase outside of your myplace membership during this pause does not count towards eligibility in the myplace member only draws.

## 8. myplace Bonus Draws – Prize Home Draws

- 8.1 myplace Prize Home Bonus Draws consist of 3 types of Bonus Draws where eligibility is based on having an active and financial myplace membership (ie: not paused, cancelled, or unfinancial). These draws include myplace \$500 draws, myplace 1<sup>st</sup> Prize draws and myplace End of Year draw.

### 8.1.1 myplace \$500 Draws

- a) Eligibility for entry in the myplace \$500 Bonus Draws are:
  - i. Possession of a valid myplace ticket/s in the current Luxury Prize Home Draw, and
  - ii. an active banking auto-instruction (for charging credit card or debiting a nominated bank account)
  - iii. If your credit card or direct debit is declined, you will not be eligible for the myplace \$500 prize draws until a successful transaction is completed
- b) 7 x \$500 prizes drawn each Friday.
- c) The first \$500 draw for 2024 will be drawn on Friday 12 January 2024 and the last \$500 draw for 2024 will be drawn on Monday 23 December 2024. A full list of open, close and draw dates is listed in point h) below. \*A blackout period applies during each Prize Home campaign period. This is the week where myplace deductions are taking place (for example the first Friday after the previous draw has closed will not have a \$500 draw take place).
- d) The value per prize will be \$500.
- e) The prize will be a VISA\* gift card. \*Victorian residents will receive a Woolworths WISH gift card to the same value due to State Gaming legislation. \*Overseas residents will receive a \$500 Amazon gift card.
- f) An electronic draw will be conducted on a Friday (or if a public holiday the working day prior or the working day after) at 6am AEST as per the table shown in point i) below.
- g) Winners will be notified by phone, email and post on the day of the draw and published on the **yourtown** website at [www.yourtownprizehomes.com.au/winners](http://www.yourtownprizehomes.com.au/winners)
- h) All gift card terms and conditions will be listed and it is the responsibility of the winner to adhere and follow any instructions listed by the supplier on activation or expiry dates. Gift cards cannot be replaced or extended if lost or expired.
- i) Open, Close and Draw dates for myplace \$500 Bonus draws in 2024 listed in the table below:

PRIZE HOME DRAW 533	Draw #	Open for Permit Date	Close	Drawn	Public Holidays
myplace \$500	Draw 1	Wed 22 November 2023	Thursday, 11 January 2024	Friday, 12 January 2024	
myplace \$500	Draw 2	Wed 22 November 2023	Thursday, 18 January 2024	Friday, 19 January 2024	
myplace \$500	Draw 3	Wed 22 November 2023	Wednesday, 24 January 2024	Thursday, 25 January 2024	Australia Day Friday 26 January
PRIZE HOME DRAW 534	Draw #	Open for Permit Date	Close	Drawn	
myplace \$500	Draw 1	Wednesday 10 January 2024	Thursday, 8 February 2024	Friday, 9 February 2024	
myplace \$500	Draw 2	Wednesday 10 January 2024	Thursday, 15 February 2024	Friday, 16 February 2024	
myplace \$500	Draw 3	Wednesday 10 January 2024	Thursday, 22 February 2024	Friday, 23 February 2024	
myplace \$500	Draw 4	Wednesday 10 January 2024	Thursday, 29 February 2024	Friday, 1 March 2024	
PRIZE HOME DRAW 535	Draw #	Open for Permit Date	Close	Drawn	
myplace \$500	Draw 1	Wednesday 14 February 2024	Thursday, 14 March 2024	Friday, 15 March 2024	
myplace \$500	Draw 2	Wednesday 14 February 2024	Thursday, 21 March 2024	Friday, 22 March 2024	
myplace \$500	Draw 3	Wednesday 14 February 2024	Wednesday, 27 March 2024	Thursday, 28 March 2024	Good Friday 29 March
myplace \$500	Draw 4	Wednesday 14 February 2024	Thursday, 4 April 2024	Friday, 5 April 2024	
myplace \$500	Draw 5	Wednesday 14 February 2024	Thursday, 11 April 2024	Friday, 12 April 2024	
PRIZE HOME DRAW 536	Draw #	Open for Permit Date	Close	Drawn	
myplace \$500	Draw 1	Wednesday 27 March 2024	Thursday, 25 April 2024	Friday, 26 April 2024	ANZAC Day Thur 25 April
myplace \$500	Draw 2	Wednesday 27 March 2024	Thursday, 2 May 2024	Friday, 3 May 2024	
myplace \$500	Draw 3	Wednesday 27 March 2024	Thursday, 9 May 2024	Friday, 10 May 2024	Labour Day Mon 6 May
myplace \$500	Draw 4	Wednesday 27 March 2024	Thursday, 16 May 2024	Friday, 17 May 2024	
PRIZE HOME DRAW 537	Draw #	Open for Permit Date	Close	Drawn	
myplace \$500	Draw 1	Wednesday 1 May 2024	Thursday, 30 May 2024	Friday, 31 May 2024	
myplace \$500	Draw 2	Wednesday 1 May 2024	Thursday, 6 June 2024	Friday, 7 June 2024	
myplace \$500	Draw 3	Wednesday 1 May 2024	Thursday, 13 June 2024	Friday, 14 June 2024	
myplace \$500	Draw 4	Wednesday 1 May 2024	Tuesday, 20 June 2023	Friday, 21 June 2024	
PRIZE HOME DRAW 538	Draw #	Open for Permit Date	Close	Drawn	
myplace \$500	Draw 1	Wednesday 5 June 2024	Thursday, 4 July 2024	Friday, 5 July 2024	
myplace \$500	Draw 2	Wednesday 5 June 2024	Thursday, 11 July 2024	Friday, 12 July 2024	
myplace \$500	Draw 3	Wednesday 5 June 2024	Thursday, 18 July 2024	Friday, 19 July 2024	
myplace \$500	Draw 4	Wednesday 5 June 2024	Thursday, 25 July 2024	Friday, 26 July 2024	
PRIZE HOME DRAW 539	Draw #	Open for Permit Date	Close	Drawn	
myplace \$500	Draw 1	Wednesday 10 July 2024	Thursday, 8 August 2024	Friday, 9 August 2024	
myplace \$500	Draw 2	Wednesday 10 July 2024	Thursday, 15 August 2024	Friday, 16 August 2024	
myplace \$500	Draw 3	Wednesday 10 July 2024	Thursday, 22 August 2024	Friday, 23 August 2024	
myplace \$500	Draw 4	Wednesday 10 July 2024	Thursday, 29 August 2024	Friday, 30 August 2024	
PRIZE HOME DRAW 540	Draw #	Open for Permit Date	Close	Drawn	
myplace \$500	Draw 1	Wednesday 13 August 2024	Thursday, 12 September 2024	Friday, 13 September 2024	
myplace \$500	Draw 2	Wednesday 13 August 2024	Thursday, 19 September 2024	Friday, 20 September 2024	
myplace \$500	Draw 3	Wednesday 13 August 2024	Thursday, 26 September 2024	Friday, 27 September 2024	
myplace \$500	Draw 4	Wednesday 13 August 2024	Thursday, 3 October 2024	Friday, 4 October 2024	
PRIZE HOME DRAW 541	Draw #	Open for Permit Date	Close	Drawn	
myplace \$500	Draw 1	Wednesday 18 September 2024	Thursday, 17 October 2024	Friday, 18 October 2024	
myplace \$500	Draw 2	Wednesday 18 September 2024	Thursday, 24 October 2024	Friday, 25 October 2024	
myplace \$500	Draw 3	Wednesday 18 September 2024	Thursday, 31 October 2024	Friday, 1 November 2024	
myplace \$500	Draw 4	Wednesday 18 September 2024	Thursday, 7 November 2024	Friday, 8 November 2024	
PRIZE HOME DRAW 542	Draw #	Open for Permit Date	Close	Drawn	
myplace \$500	Draw 1	Wednesday 23 October 2024	Thursday, 21 November 2024	Friday, 22 November 2024	
myplace \$500	Draw 2	Wednesday 23 October 2024	Thursday, 28 November 2024	Friday, 29 November 2024	
myplace \$500	Draw 3	Wednesday 23 October 2024	Thursday, 5 December 2024	Friday, 6 December 2024	
myplace \$500	Draw 4	Wednesday 23 October 2024	Thursday, 12 December 2024	Friday, 13 December 2024	



## 8.1.2 myplace 1<sup>st</sup> Prize Luxury Home Draws

- a) Eligibility for entry into the myplace 1<sup>st</sup> Prize Luxury Home Draws are:
  - i. Possession of a valid myplace ticket/s in the current Luxury Prize Home Draw, and
  - ii. an active banking auto-instruction (for charging credit card or debiting a nominated bank account)
  - iii. If your credit card or direct debit is declined prior to the nominated close date of the draw, you will not be eligible for the myplace 1<sup>st</sup> Prize Draw.
  - iv. Your myplace 1<sup>st</sup> Prize entitlement chances will be based on how many myplace ticket/s in total you have at the close of the nominated draw.
- b) One (1) winner is drawn for the myplace 1<sup>st</sup> Prize Luxury Home Draw. A full list of open, close and draw dates is listed in point h) below. \*
- c) The value of the myplace 1<sup>st</sup> Prize Draw is \$25,000.
- d) The prize is Gold Bullion. Gold is valued at the purchase price on the day of the draw. Selling costs of between 2 and 2.5% apply and are incurred by the winner at the time of sale. The value of the Gold Bullion could be affected by the fluctuating spot price on the day of sale. The true value of the gold if sold may not be worth the full prize value as purchased on the day of the draw.
- e) The myplace 1<sup>st</sup> Prize Luxury Home Draw closes at 10pm AEST on the nominated Art Union close day as listed in the Table show in point h) below.
- f) An electronic draw will be conducted at 6am AEST 5 Cordova Street, Milton Qld 4064 on the dates listed in the Table shown in point h) below.
- g) Winners will be notified by phone, email and post on the day of the draw and published on the **yourtown** website at [www.yourtowntprizehomes.com.au/winners](http://www.yourtowntprizehomes.com.au/winners)
- h) Open, Close and Draw dates for myplace 1<sup>st</sup> Prize Luxury Home draws in 2024:

yourtown Luxury Prize Home Draw	Draw #	Open for Permit Date	Close	Drawn
myplace 1st Prize Luxury House Draw	Draw 533	Wednesday 22 November 2023	Sunday, 28 January 2024	Wednesday, 31 January 2024
myplace 1st Prize Luxury House Draw	Draw 534	Wednesday 10 January 2024	Sunday, 3 March 2024	Wednesday, 6 March 2024
myplace 1st Prize Luxury House Draw	Draw 535	Wednesday 14 February 2024	Sunday, 14 April 2024	Wednesday, 17 April 2024
myplace 1st Prize Luxury House Draw	Draw 536	Wednesday 27 March 2024	Sunday, 19 May 2024	Wednesday, 22 May 2024
myplace 1st Prize Luxury House Draw	Draw 537	Wednesday 1 May 2024	Sunday, 23 June 2024	Wednesday, 26 June 2024
myplace 1st Prize Luxury House Draw	Draw 538	Wednesday 5 June 2024	Sunday, 28 July 2024	Wednesday, 31 July 2024
myplace 1st Prize Luxury House Draw	Draw 539	Wednesday 10 July 2024	Sunday, 1 September 2024	Wednesday, 4 September 2024
myplace 1st Prize Luxury House Draw	Draw 540	Wednesday 13 August 2024	Sunday, 6 October 2024	Wednesday, 9 October 2024
myplace 1st Prize Luxury House Draw	Draw 541	Wednesday 18 September 2024	Sunday, 10 November 2024	Wednesday, 13 November 2024
myplace 1st Prize Luxury House Draw	Draw 542	Wednesday 23 October 2024	Thursday, 19 December 2024	Friday, 20 December 2024



### 8.1.3 myplace End of Year Draw

- a) Eligibility for entry into the myplace End of Year Draw are:
  - i. Possession of a valid myplace ticket/s in Luxury Prize Home Draws commencing January 2024 up to and including December 2024 (10 Draws); and
  - ii. An active banking auto-instruction (for charging credit card or debiting a nominated bank account)
  - iii. If your credit card or direct debit is declined, your chances in the myplace End of Year Draw will be reduced
  - iv. myplace End of Year Draw entitlement chances are based on the number of draws the customer is a financial myplace member from January 2024 to December 2024. Maximum number of chances per myplace member is 10.
- b) A myplace member who has myplace ticket/s in all ten consecutive Luxury Prize Home Draws (533/534/535/536/537/538/539/540/541/542) will have 10 chances in the myplace End of Year Draw.
- c) A myplace member must have a myplace ticket/s in Draw 542 to be eligible in the myplace End of Year Draw.
- d) A myplace member's chances will be reduced based on the number of consecutive draws (inclusive of 542) they have tickets in.
- e) A myplace member who has myplace ticket/s in some Luxury Prize home draws during the year but have cancelled their membership and do not have ticket/s in Draw 542 will not be eligible for the myplace End of Year Draw.
- f) One (1) winner is drawn for the myplace End of Year Draw. This draw is open from Draw 533 on 22 November 2023 until close date in Draw 542 on Thursday 19 December 2024 at 10pm AEST.
- i) The value of the myplace End of Year Draw is \$100,000.
- j) The prize is Gold Bullion. Gold is valued at the purchase price on the day of the draw. Selling costs of between 2 and 2.5% apply and are incurred by the winner at the time of sale. The value of the Gold Bullion could be affected by the fluctuating spot price on the day of sale. The true value of the gold if sold may not be worth the full prize value as purchased on the day of the draw.
- g) An electronic draw will be conducted at 5 Cordova Street, Milton Qld 4064 on Friday 20 December 2024 at 6am AEST.
- h) Winners will be notified by phone, email and post on the day of the draw and published on the **yourtown** website at [www.yourtowntprizehomes.com.au/winners](http://www.yourtowntprizehomes.com.au/winners)

## 9. myplace Bonus Draws – Prestige Car Draws

### 9.1 myplace 1<sup>st</sup> Prize Prestige Car Draws

- a) Eligibility for entry into the myplace 1<sup>st</sup> Prize Prestige Car Draws are:
  - i. Possession of a valid ticket/s in the current Prestige Car Draw, and
  - ii. an active banking auto-instruction (for charging credit card or debiting a nominated bank account)
  - iii. If your credit card or direct debit is declined prior to the nominated close date of the draw, you will not be eligible for the myplace 1<sup>st</sup> Prize Prestige Car Draw.
- b) Your myplace 1<sup>st</sup> Prize entitlement chances will be based on how many myplace ticket/s in total you have at the close of the nominated draw.
- c) One (1) winner is drawn for the myplace 1<sup>st</sup> Prize Prestige Car Draws.
- d) The value of the myplace 1<sup>st</sup> Prize Prestige Car Draw is \$5,000.
- e) The prize is Gold Bullion. Gold is valued at the purchase price on the day of the draw. Selling costs of between 2 and 2.5% apply and are incurred by the winner at the time of sale. The value of the Gold Bullion could be affected by the fluctuating spot price on the day of sale. The true value of the gold if sold may not be worth the full prize value as purchased on the day of the draw.
- f) The myplace 1<sup>st</sup> Prize Prestige Car Draw closes at 10pm AEST on the nominated Art Union close day as listed in the Table show in point h) below.
- g) An electronic draw will be conducted at 6am AEST at 5 Cordova Street, Milton Qld 4064 on the dates listed in the Table shown in point i) below.
- h) Winners will be notified by phone, email and post on the day of the draw and published on the **yourtown** website at [www.yourtownprizehomes.com.au/winners](http://www.yourtownprizehomes.com.au/winners)
- i) Open, Close and Draw dates for myplace 1<sup>st</sup> Prize Prestige Car draws in 2024:

yourtown Prestige Car Draw	Draw #	Open for Permit Date	Close	Drawn
myplace 1st Prize Prestige Car Draw	Draw 1142	Thursday 23 November 2023	Wednesday 14 Feb 2024	Friday 16 February 2024
myplace 1st Prize Prestige Car Draw	Draw 1143	Thursday 25 January 2024	Wednesday 17 April 2024	Friday 19 April 2024
myplace 1st Prize Prestige Car Draw	Draw 1144	Thursday 28 March 2024	Wednesday 19 June 2024	Friday 21 June 2024
myplace 1st Prize Prestige Car Draw	Draw 1145	Thursday 23 May 2024	Wednesday 21 Aug 2024	Friday 23 August 2024
myplace 1st Prize Prestige Car Draw	Draw 1146	Thursday 25 July 2024	Wednesday 23 Oct 2024	Friday 25 October 2024
myplace 1st Prize Prestige Car Draw	Draw 1147	Thursday 26 September 2024	Wednesday 18 Dec 2024	Friday 20 December 2024





## 10. Redraw Arrangements

If a prize is unclaimed in the ACT within 3 months of the draw date, **yourtown** will comply with the terms and conditions stipulated by ACT Gaming and Racing Commission in relation to a redraw. Such redraw for the myplace Bonus Draws for both Prize Home and Prestige car draws would occur at **yourtown**, Suite 5, Cordova St, Milton Qld 4064 **3 months** from the draw dates listed in Section 8.1.1, 8.1.2, 8.1.3 and 9.1. The draw/s would be drawn by electronic draw at 6am AEST.

Note: "ACT" refers to the ACT address listed on the ticket of the purchaser.

## 11. Overseas myplace members

- 11.1 Overseas non-Australian citizens or residents must check in their own country that there are no restrictions on them purchasing a ticket in the draw. Citizens of New Zealand holding a subclass 444 Special Category visa (SCV) can participate in the Draw. If an overseas non-Australian citizen or resident, including citizens of New Zealand not holding an SCV, is the 1st prize winner of a property, **yourtown** cannot deliver that property unless the prize winner obtains all necessary FIRB approval on their own application.
- 11.2 Winners who reside overseas (outside of Australia) may have the above prizes including gift cards and Gold Bullion substituted for a different prize to the same value in AUD that can both (1) be used in their country of residence and (2) complies with Australian local gaming legislation.
- 11.3 All tickets and prizes are in Australian dollars (AUD) and **yourtown** is only able to accept payment in Australian currency.

## 12. Responsible Gaming

For information on how to play responsibly, call the Gambling Hotline on 1800 858 858 (Australia Only) or online at <https://gamblinghelpline.org.au>. Members must be 18 years of age to purchase tickets.

## 13. Privacy

- a. **yourtown** is committed to protecting and securing your privacy and the personal information provided to us.
- b. All personal information collected and held by **yourtown** is protected in accordance with privacy legislation and the Australian Privacy Principles.
- c. **yourtown** only collects supporter's personal information for the purposes identified below, and to comply with gaming legislation in the various



States and Territories where the Art Union operates. Personal information is collected in a fair and lawful manner at all times.

d. Supporter's right to opt-out:

From time-to-time, promotional offers and special events will be communicated to supporters through direct marketing and other channels. Supporters have the right to opt-out of these communications and can do so through any one of the options listed below:

- Free Post – **yourtown**, Reply Paid 2944, Brisbane QLD 4001 (Australia only)
- Post - Other countries – **yourtown**, GPO Box 2944, Brisbane QLD 4001 Australia
- Online – [yourtownprizehomes.com.au](http://yourtownprizehomes.com.au) – select My Account
- Phone Australia – 1800 500 101 (Toll Free except from mobile phones)
- All other countries - +61 7 3368 3399
- Clicking on the unsubscribe link contained at the bottom of promotional emails
- Using the unsubscribe link in SMS's

e. What kind of personal information is collected? **yourtown** collects and holds the following personal information:

- Full name and address
- Contact details – home phone, mobile, email address
- Payment details – credit card number and expiry date
- Date of birth (to verify supporter is 18+ years)
- Title
- Transaction details associated with the purchase of yourtown Art Union tickets and Donations

e. Purpose for collection:

- **yourtown** collects supporter's personal information for the primary purpose of fundraising, which includes recording and processing of **yourtown** Art Union ticket sales and donations. Supporter's personal information is also used for the secondary purpose of marketing, planning, product development and research

f. Use and disclosure:

Personal information collected by **yourtown** will only be used for the purpose it was collected and will not be disclosed to any person, body or agency unless we have your consent or where it is required by law.

**yourtown** will not use or disclose or permit the use or disclosure of personal supporter information that could be used to identify an individual supporter in any circumstances except:

- To ensure the proper functioning of the **yourtown** operation
- Where the personal supporter information is to be used by a retained agent for marketing, planning, product development and research



- When **yourtown** is required by law to disclose the personal supporter information
- When the supporter has consented to the use or disclosure
- g. Cross-Border disclosure:
  - Your personal information is not sent overseas, and is used only by **yourtown**
- h. Security of personal information:  
**yourtown** undertakes all reasonable steps necessary to ensure that supporter information is secure from any unauthorised access or disclosure
- i. Supporter access to personal information:  
You may ask for access to your information by:  
  
emailing: [privacy@yourtown.com.au](mailto:privacy@yourtown.com.au)  
in writing to:  
The Chief Executive Officer  
**yourtown**  
GPO Box 2469  
Brisbane QLD 4001
- j. How to make a privacy complaint:  
Enquiries, feedback and complaints concerning privacy can be emailed to [privacy@yourtown.com.au](mailto:privacy@yourtown.com.au) or made in writing to:  
  
The Chief Executive Officer  
**yourtown**  
GPO Box 2469  
Brisbane QLD 4001
- k. Refund policy:
  - a) Every endeavour will be made by **yourtown** to ensure that supporters of Prize Home and Prestige Car Draws and Donors are provided with clear and concise information when purchasing tickets or making a donation. In accordance with Australian consumer law, **yourtown** is not obligated to provide a refund for any 'change of heart' decision related to the purchase of a ticket in our Art Unions or donations made to **yourtown**. However, where an individual believes that an administrative error has been made by them or **yourtown**, then **yourtown** will consider the refund on a case-by-case basis in the existing draw. Where we have made an error or where there has been a genuine mistake made by the purchaser, **yourtown** will provide a refund in accordance with legislative requirements or specific Art Union licence conditions. Refund only valid in an open Art Union.
- l. These terms and conditions are subject to change throughout the year. You are viewing the latest update as at 2 February 2024.