

Terms and conditions for 2018 customer survey

Terms and Conditions for the 2018 customer survey LovetoShop voucher prize draw

1. South Staffs Water (SSW) customers who complete a customer survey, in the customer feedback section of our website, will be automatically entered into a prize draw to win £100 Lovetoshop vouchers. We will be giving £100 Lovetoshop vouchers to customers in the South Staffs Water region and £100 Lovetoshop vouchers to customers in the Cambridge Water region.
2. Access to the internet and a valid email address are required.
3. The prize draw applies to all customers who complete a survey before 1 October 2018.
4. There will be one prize draw on 2 October 2018. In order to be eligible, customers must be residents of the UK, aged 18 years and above. The prize draw is not open to employees of South Staffs Water or any of its group companies.
5. Only one online registration per account is permitted.
6. There will be one winner in each region who will be selected using a random number generator.
7. The prizes will each consist of £100 Lovetoshop vouchers, redeemable at the following outlets: <https://www.highstreetvouchers.com/gift/where-to-spend-love2shop-vouchers?sen=love2shop&link=10&id=761878> and the prizes will be redeemable in line with all the normal Lovetoshop Terms and Conditions and [restrictions](#). Please note the vouchers are not redeemable online.
8. There is no cash alternative and the prize is not transferable and not for re-sale.
9. If the advertised prize is not available, we reserve the right to offer an alternative prize of equal or greater value.
10. No purchase necessary.
11. Customers must ensure that their contact details are correct. The contact details supplied as part of this service will be used in administering this prize draw.
12. The winner will be notified by email within 14 days of the draw. The winner will then be contacted to arrange presentation of the £100 Lovetoshop vouchers within 28 days. South Staffs Water/Cambridge Water will attempt to contact the winner twice using the contact details listed on the SSW online service before re-drawing the prize draw.

13. If any winner is found not to comply with the terms set out, they will be disqualified and the prize re-drawn.

14. The promoter's decision will be final and no correspondence will be entered into.

15. We reserve the right to ask the winner to participate in promotional publicity for South Staffs Water/Cambridge Water.

16. The promoter is South Staffordshire Water PLC, Green Lane, Walsall, WS2 7PD, a company registered in England number 2662742.

17. The personal details of entrants will be managed by South Staffordshire Water PLC, in accordance with the principles of the Data Protection Act 1998 and will not be shared with third parties unless otherwise agreed with the winner. South Staffordshire Water PLC will use personal data from the registered billing account in order to administer the prize draw.

18. South Staffordshire Water PLC reserves the right to extend the duration of the prize draw beyond 1 October 2018 on the same terms and conditions.

19. All registrations for online account management will be deemed to have accepted these terms and conditions. To opt out of the prize draw registrants can email communicationsteam@southstaffs-water.co.uk