

Arsenal Preset Space Prize Draw

Before you decide to take part in the prize draw, it's important that you understand how we'll collect and use your information. Please take some time to read this information.

Contents	1
1. What information will you collect and how will it be used?	2
2. How will my data be stored, and for how long?	2
3. Can I access, change or delete my data?	2
4. Will you share my data with any other organisations?	3

1. What information will you collect and how will it be used?

To enter you into the monthly prize draw, we'll collect your first name and email address, and ask you to confirm that you hold a Starling personal current account and have created a Gunners space. We use this information to check that you're eligible to enter, to enter you into the draw, and to contact you if you win. Each month we randomly select winners from all eligible entrants.

If you win, we'll ask you for some extra details so we can get your prize to you. Depending on the prize, this may include your delivery address and shirt size (if you've won a football shirt) or your dietary requirements (if you've won hospitality tickets), so the caterers can cater for you safely at the event.

We rely on our contract with you (these terms and the Starling x Arsenal - Gunners Space and Prize Draw terms and conditions) to process this information. Because dietary requirements can reveal information about your health, we'll only collect and use these with your explicit consent, which you can withdraw at any time by emailing privacy@starlingbank.com.

If you win, we may publish limited details about you, including your name to show that a prize was genuinely awarded. We do this because we, and the Advertising Standards Authority (ASA), have a legitimate interest in running the draw openly and being able to prove that a prize was awarded. You can object to this by emailing us at privacy@starlingbank.com. If you do object, we might still have to share this information with a regulator such as the ASA if they ask for them.

2. How will my data be stored, and for how long?

We'll store your entry details in a secure system until that month's draw has been taken.

You only need to enter once to be included in every monthly draw that season. If you don't win, we'll delete or anonymise your entry details within 60 days after the final draw of the season (in May), unless we must keep them for legal or contractual reasons.

If you win, we'll keep the details we need to fulfil your prize - your delivery address, kit size and any dietary requirements - for up to 30 days after we've delivered it, in case of any queries or disputes, after which we'll delete or anonymise them (unless we must keep them for legal reasons).

We keep a short winner record - your name, the prize, the award date, and the delivery date and proof (such as courier confirmation) - for up to 3 years, so we can show the prize was genuinely awarded if the ASA or another regulator asks. Everything else (delivery address, kit size and dietary requirements) is still deleted or anonymised after 30 days.

3. Can I access, change or delete my data?

You have the right to access your data and ask us to change or delete it.

Please note that deleting your data during the competition period — for example by deleting your Arsenal Space — will withdraw you from the draw and any future entries or re-draws will become invalid. Once we've deleted your entry details, we won't be able to access or change them.

In some cases, we may need to keep your information - for example, where we still need it to deliver your prize, or where we have to keep it for legal or contractual reasons. If you ask us to delete your details before we've delivered your prize, we won't be able to send it to you.

If you've won, we'll also keep the short winner record described above (your name, the prize, and the award and delivery details) for up to 3 years - even if you ask us to delete your data - so we can show the prize was genuinely awarded.

To make a request to access, change or delete your data, please email privacy@starlingbank.com. We'll get back to you within one calendar month.

4. Will you share my data with any other organisations?

Yes, but only where we need to in order to run the draw and deliver your prize.

If you win a signed shirt or a kit, we'll share your name and delivery address with the delivery service we use to send it to you. If you've won hospitality tickets, we'll also share your dietary requirements with Arsenal, who arrange the catering - but only in a grouped, anonymised way (for example, "two guests have a nut allergy"), never in a form that identifies you.

We won't share your data with anyone else, or use it for any other purpose, unless we're required to do so by law or by a regulator.

This notice covers the prize draw only. For full details of how each of us uses your personal information, see Starling's Privacy Notice (starlingbank.com/legal/privacy-notice) and Arsenal's Privacy Policy (arsenal.com/privacy-policy).