

MT Customer Survey Draw Terms and Conditions – March 2025

Background and Priority

The **Manx Telecom (MT)** the Promoter Customer Survey Draw is subject to MT General Terms & Conditions and Service Descriptions. Unless the context otherwise requires, terms and phrases defined in the General Terms & Conditions and Services Descriptions will have the same meaning when used in these survey terms.

MT Customer Survey Draw is open to:

- Isle of Man Residents
- Current customer of MT
- Competition entry must be by an adult (over 18 years old)

Entry

To enter, customers need to complete the survey and entry form online.

Mt.im/haveyoursay

Survey competition winners will be contacted by telephone or email or by their nominated communication method.

Entry Period / Promotional Dates

Promotion: 08:00:00 on Monday 31st March 2025 to 16:59:59 Monday 21st April 2025

Entries received outside of these times will not be considered.

Draw Dates

5pm Tuesday 22nd April 2025

Judging Criteria

A winner will be selected at random from entries received during the period of the competition. A total of 1 prize can be won during the competition period. Only one prize per person.

Prizes

The prize for the competition draw is a £250 voucher to spend in the MT Strand Street Store.

Issue Date: 28th March 2025 mtsurvey.v1.0.2025

*Registered office Isle of Man Business Park, Cooil Road, Braddan, Isle of Man, IM99 1HX
Registered in the Isle of Man no 5629V*

Customer Survey Terms and Conditions

Prizes are non-transferrable, cannot be redeemed as cash or swapped in store for any other products and are not for resale. MT will contact the winner by email, telephone or via social media once the competition has closed (see above). The winner must comply with all reasonable instructions provided by MT (the Promoter). Prize must be taken at a time stated by the Promoter, no alternative dates / times or prizes are available.

1. This Competition is open to all Isle of Man residents aged 18 and over excluding employees of MT Group or any of its subsidiary companies, their families (including spouse, siblings, parents, relatives), agents or anyone else connected with this promotion. No third-party entries, bulk entries or entries submitted by agents will be accepted. MT reserves the right to verify the eligibility of entrants. MT may require such information as it considers reasonably necessary for the purpose of verifying the eligibility of an entry and the prize may be withheld until and unless MT is satisfied with the verification.
2. Entries received after the competition closing date and time will not be entered into the Competition.
3. The instructions provided at the point of entry will form part of the Terms & Conditions of this Competition and in the event of a conflict, these Terms & Conditions take precedence.
4. The winner will be selected from all eligible entries received in the defined periods shown above and based upon the criteria set out above. All winners will be selected at random and MT will have final say in the event of any disputes.
5. The winner will be notified on the day of the draw via phone or email or by their nominated communication method. The prize is awarded conditionally upon acceptance and if a winner is unable to be contacted, is unavailable at the required time, or if any prize is unclaimed or declined, the prize shall be deemed as unclaimed or unaccepted and a new random draw may be made with the winner awarded the Prize at MT's discretion.
6. MT will not be responsible for any inability of a prize winner to take up the specified prize.
7. MT will not be responsible for the loss or damage to the prize once it has been claimed and no replacements will be offered. It is the prize winners' sole responsibility to observe any conditions relating to the prize, for example a voucher validity period of 12 months from the date of issue.

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8. Unless otherwise expressly stated, where the prize requires attendance at a specific venue, the winner and any permitted companions will be solely responsible for travel to and from the venue and all other expenses. MT assumes no responsibility and is not liable for any costs, charges or expenses which winners may be required to pay at any time in connection with a Prize.
9. MT reserves the right to provide substitute prize(s) of similar value should the specified prize(s) become unavailable for reasons beyond its control. Cash or credit alternatives will not be offered. None of the prizes are transferable.
10. MT accepts no responsibility for incorrectly completed, lost or delayed entries related to the prize.
11. In the event of fraud, abuse, and/or an error affecting the proper operation of this Competition, including the allocation of more prizes than are available, MT reserves the right to end or suspend the Competition; amend these terms & conditions; declare void the notification of winner(s); and/or to allocate available prizes by conducting a simple draw from all wrongly allocated winners.
12. If any provision of these Terms and Conditions is held invalid by any law, rule, order or regulation of any government, or by the final determination of any court of a competent jurisdiction, such invalidity shall not affect the enforceability of any other provisions not held to be invalid.
13. The winner may be required to participate in publicity connected with this Competition and it is a condition of entry that the winner agrees to their name and country of residence being made publicly available if they win.
14. MT is the data controller of the information you provide, in relation to your entry into the competition and will deal with your data in compliance with the Isle of Man Data Protection Act 2018. You voluntarily provide your name and email address which will be used for the purposes of the competition only. If you have any concerns regarding protection of your data, you can contact our Data Protection Officer by emailing dataprotection@manxtelecom.com.
15. MT's decision is final, and no correspondence will be entered into.
16. MT reserves the right to suspend, cancel or amend the promotion and/or review and revise these terms and conditions at any time without giving prior notice and by continuing to take part in the promotion subsequent to any revision of these terms and conditions, entrants shall be deemed to have agreed to any such new or amended terms.

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17. This promotion is governed and construed in all respects in accordance with the Laws of the Isle of Man and the parties hereby submit to the non-exclusive jurisdiction of the Manx Courts.

18. The Promoter of this Competition is MT Trading Ltd, Isle of Man Business Park, Cooil Road, Braddan, Isle of Man, IM99 1HX ("MT"). Tel:624624

Updated: March 2025

MT Privacy Notice

Our Privacy Policy is located at:

<https://www.manxtelecom.com/terms-conditions/privacy-policy>

Contact details for Data Protection Officer

MT Trading Limited, Isle of Man Business Park, Cooil Road, Braddan, Isle of Man, IM99 1HX, call us on 01624 624624 or by e-mail to: dataprotection@manxtelecom.com.

Complaints regarding data protection

You have the right to lodge a complaint with the Isle of Man Information Commissioner's Office, whose contact details can be found at www.inforights.im.

Contact Us

Questions, comments and requests are welcomed and should be addressed to MT Trading Limited, Isle of Man Business Park, Cooil Road, Braddan, Isle of Man, IM99 1HX or by email to marketing@manxtelecom.com.

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