

# TERMS OF REFERENCE

## JT 'Plume User Experience' Survey 2024 Promotion Specific Terms of Reference

### PROMOTER

1. The promoter of this Promotion is JT (Jersey) Limited, No. 1 The Forum, Grenville Street, St Helier, Jersey JE4 8PB ("JT").

### THE PROMOTION

2. This Promotion involves the chance to win an *Apple HomePod Mini* device as further described here: <https://shop.jtglobal.com/product/speakers-headphones/apple-homepod-mini/> (the "Prize").
3. In order to enter this Promotion the entrant must, between 26th January and 5th February 2024 (the "Promotional Period"), carry out each of the following:
  - (a) navigate their internet browser to the following link: <https://jtglobal.getfeedback.com/r/Og5sm7yE;>
  - (b) follow the instructions to complete the survey questions relating to their experience of using JT Total Wi-Fi and Plume *HomePass*; AND
  - (c) enter their name and email address into the form provided at the end of the survey.
4. At the end of the Promotional Period all valid entries will be entered into a prize draw (the "Draw" and one winner will be selected at random (the "Winner").
5. Promotion entrants that have not completed each of the three steps set out at clause 3 hereof to the satisfaction of JT, shall not be eligible to be entered into the Draw.
6. The Prize is non-transferable and non-refundable and each successful entrant cannot receive cash, or an alternative item, in place of the Prize.

### GENERAL

7. This Promotion is open to all Jersey and Bailiwick of Guernsey residents aged 16 and over. No purchase of any sort is necessary to enter this Promotion and there is no charge to enter.
8. The Winner will be contacted via the details provided in the survey as part of clause 3 above. JT shall make all reasonable efforts to contact the Winner. However, where the Winner does not respond to notification from JT within 5 days of sending, JT reserves the right to select a new Winner at random.
9. Award of the Prize is subject to a full verification process, and the Prize may not be claimed without valid confirmation by JT as to the identity of the recipient of the Prize. The decision of JT as to who receives the Prize is final.
10. JT may vary or terminate this Promotion at any time in its absolute discretion. By participating in this Promotion, each entrant agrees to be bound by these conditions. All instructions issued by JT in relation to this Promotion form part of these conditions.

### LIABILITY

11. To the full extent permitted by law, JT and its associated companies and any agencies (the "Relevant Parties") exclude all liability for any loss (including any damage, claim, injury, cost or expense) whatsoever which is suffered or incurred by any person arising out of, or in any way connected with, this Promotion or the Prize including without limitation:
  - (a) any direct, indirect, economic or consequential loss; or
  - (b) any loss arising from any negligent act or omission of any of the Relevant Parties.
12. JT will not accept liability for any entries lost or damaged, nor for any associated costs to claimants.
13. JT will not accept liability for any fault or defect connected with the Prize identified after receipt of the Prize, nor shall the recipient of a Prize receive any warranty from JT for the Prize. JT shall not be held responsible for any third party warranty provided by Amazon, and the recipient should contact Amazon directly for any issues surrounding the Prize.

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## DATA PROTECTION

14. By participating in this Promotion each entrant acknowledges and consents to JT handling their personal information by ticking the box on the form at the end of the JT Voice survey. If the entrant would like JT to use its personal information to provide updates with news about its products and services, then each entrant may tick the separate marketing box to opt-in to that on the form. JT may share such information with other affiliates of JT Group Limited and may send details of other goods and services which may be of interest (only if you have ticked to opt-in to marketing communications). If an entrant decides they do not wish to receive marketing communications at any time after opting-in, they can inform JT via the customer services team by emailing them at [customer.services@jtglobal.com](mailto:customer.services@jtglobal.com). Each entrant can also view JT's privacy notice at [www.jtglobal.com/global/privacy-policy/](http://www.jtglobal.com/global/privacy-policy/). Each entrant has a right to ask for a copy of the personal information held about them in JT's records by emailing [DPO@jtglobal.com](mailto:DPO@jtglobal.com). If any entrant requires JT to correct any inaccuracies, they can write to JT Customer Services, PO Box 53, No. 1 The Forum, Grenville Street, St Helier, Jersey JE4 8PB or email customer services at [customer.services@jtglobal.com](mailto:customer.services@jtglobal.com).