



TRANSFORMING VEHICLES, PROPERTIES AND BUSINESSES

LEVEL UP MONTHLY DRAW PRIVACY NOTICE

Last updated: 2 September 2026

This Privacy Notice explains how **Level Up EXP Ltd** collects and uses personal information in connection with the Level Up Monthly Draw.



TRANSFORMING VEHICLES, PROPERTIES AND BUSINESSES

1. Who We Are

The promoter and organization responsible for your personal information is:

Level Up EXP Ltd

Unit 5, Guardian Road Industrial Estate
Norwich
NR5 8PF
United Kingdom

For privacy enquiries, entrants can contact Level Up using the contact details published on our website.

2. Information We May Collect

When you enter a Level Up Monthly Draw, we may collect information including:

- your full name;
- email address;
- social-media username/account used to enter;
- confirmation that you are aged 18 or over;
- unique entry number(s);
- whether an entry was FREE, PAID or BONUS;
- date and time of entry;
- payment status and payment reference where applicable;
- amount paid;
- Level Up Credit obtained and redeemed;
- correspondence relating to your entry;
- information reasonably required to verify eligibility; and
- winner/prize redemption information where applicable.

We do not need to publish this information simply because you have entered.

3. Why We Use Your Information

We use personal information where necessary to administer the Level Up Monthly Draw, including to:

confirm and record entries;

allocate unique entry codes;

enforce entry limits;

match paid entries with payments;

calculate and administer Level Up Credit;
prevent duplicate or fraudulent entries;
conduct the random draw;
identify and contact the winner;
verify eligibility;
arrange delivery/redemption of the prize;
maintain appropriate records of the draw;
respond to enquiries, disputes or complaints; and
meet applicable legal, regulatory, tax, accounting and promotional obligations.

4. Marketing Is Separate

Entering the Level Up Monthly Draw does not automatically subscribe you to Level Up marketing.

Where we offer entrants the option to receive news, offers, future draw announcements or other marketing, this will be presented as a **separate optional choice**.

For example:

☐ I'd like to receive Level Up news, offers and future draw announcements.

This box should **not be pre-ticked**.

You can withdraw marketing consent at any time.

Withdrawing marketing consent does **not** cancel a valid draw entry.

5. Free Entry Through Social Media

If you enter using Facebook Messenger or Instagram Direct Message, we will receive the information you provide through that platform, including your account/profile information visible to us.

We will use that information to administer your entry and issue your unique FREE or BONUS entry code.

Your use of Facebook or Instagram is also subject to the relevant platform's own privacy terms.

6. Payment Information

Where you obtain additional paid entries, payment may be processed using our business banking/payment provider.

Level Up may receive information necessary to identify and reconcile the payment, such as:
your name;

payment amount;
payment reference;
payment date/status; and
other information supplied with the transaction.

We do not need to collect or store your online-banking login credentials.

7. Entry Register

Level Up will maintain an internal register linking entrants to their unique entry numbers.

For example:

D001-FREE0042 → entrant record

or

D001-PAID0028 → entrant/payment record

This register is used to administer the promotion and identify the owner of a winning entry.

The internal register will **not be displayed publicly during the live draw**.

8. Live Draw

The public draw may display unique entry codes such as:

D001-FREE0042

D001-PAID0028

D001-BONUS0014

The FREE, PAID and BONUS labels identify the entry route for transparency and administration.

We will not intentionally display entrants' private email addresses, payment information, addresses or other unnecessary personal information as part of the public draw pool.

9. Winner Information

If you win, Level Up will contact you privately using the information associated with your winning entry.

We may announce the winning entry number publicly.

We may also publish or make available limited winner information where reasonably necessary to demonstrate that a valid award took place.

Where applicable, you may object to publication of your personal information or request that the amount published is reduced.

However, Level Up may still provide winner information to the Advertising Standards Authority or another competent authority where reasonably required.

10. Who We Share Information With

We may share personal information where reasonably necessary with organisations that help us operate the draw or our business, including:

payment and banking providers;

website and hosting providers;

email/communications providers;

IT/service providers;

professional advisers where required; and

regulators, courts, law-enforcement agencies or other authorities where disclosure is required or appropriate.

We do not sell entrants' personal information to third parties.

11. How Long We Keep Information

We will retain draw information only for as long as reasonably necessary for the purposes for which it was collected, including administration of the promotion, prize fulfilment, Level Up Credit, accounting, tax, dispute resolution and demonstrating that the draw was conducted fairly.

Different information may therefore be retained for different periods.

Information that must be retained for legal, accounting or tax purposes may be kept for the applicable statutory retention period.

Marketing information, where separately consented to, will be handled independently from the draw record.

12. Security

We take reasonable organisational and technical measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

Access to the internal entrant register should be limited to people who need it to administer the promotion.

13. Your Rights

Depending on the circumstances, UK data-protection law may give you rights concerning your personal information, including rights to:

access personal information held about you;

request correction of inaccurate information;

request deletion in certain circumstances;

object to or restrict certain processing;

withdraw consent where processing relies upon consent; and
raise a complaint about how your information has been handled.

Some rights are subject to legal exceptions.

For example, requesting deletion does not necessarily require Level Up to delete information that it is legally required to retain.

14. Removing Your Draw Entry

If you ask us to delete information that is necessary to administer your entry **before the draw takes place**, we may need to remove the associated entry from the draw because we would no longer have sufficient information to verify or administer it.

We will explain this where applicable.

Withdrawing **marketing consent**, however, does not affect your draw entry.

15. Changes to This Privacy Notice

We may update this Privacy Notice where reasonably necessary to reflect changes to how we process information or applicable requirements.

The latest version will be available through the Level Up EXP website.

16. Contact

For questions about this Privacy Notice or personal information held in connection with the Level Up Monthly Draw, contact:

Level Up EXP Ltd

Unit 5, Guardian Road Industrial Estate
Norwich
NR5 8PF

Use the contact details published on the Level Up EXP website.