

Voice of Customer Survey



Prize Draw Terms and Conditions

Win one of five GiftPay Gift Cards

1. This competition is being run by Water Corporation (ABN 28 003 434 917) (**Water Corporation**).
2. Entry into this competition is free.
3. By entering this competition, entrants agree to abide by these Terms and Conditions.
4. This competition commences at 12.01am (AWST) on 1 July 2024 and closes at 11.59pm (AWST) on 30 June 2025.
5. This competition consists of 12 prize draws, with five prize winners being drawn each month out of the pool of eligible entrants from the preceding month.
6. The first prize draw will take place on the first business day of August 2024 and the next 11 prize draws will take place on the first business day of the following calendar month.
7. To be eligible, entrants must:
 - a. only enter in their own name;
 - b. at the time of entry, be 18 years of age or over;
 - c. reside, work or be in an area within Western Australia which is serviced by Water Corporation and/or is a user of Water Corporation's services; and
 - d. complete at least one online survey in the relevant month (that is between 12.01am (AWST) on the first day of a calendar month and 11.59pm (AWST) on the last day of a calendar month).
8. To complete the online survey, entrants will need to click on the survey link contained in the email from Water Corporation and answer the questions within the survey.
9. An entrant can only win one prize in the course of a month even if the entrant completes multiple surveys in that month.
10. Entries for a relevant month must be received by 11.59pm (AWST) on the last day of that month. The time of entry will in each case be the time the entry is received by Water Corporation's database. Water Corporation accepts no responsibility for any late or misdirected entries, including entries not received by Water Corporation or delays in the delivery of the entry due to technical disruptions, network congestion or for any other reason.
11. The prize winner:
 - a. must fulfil the entry criteria set out in clause 7 above;
 - b. will be selected at random by Water Corporation;
 - c. will be notified by email. No proxies will be accepted and proof of identity, to the satisfaction of Water Corporation, may be required; and



- d. will be required to verify their full name before claiming the prize.
12. Prizes:
 - a. Consists of five (5) \$50 GiftPay gift cards per calendar month;
 - b. are not negotiable or redeemable for cash;
 - c. will be drawn on the first business day of the following calendar month; and
 - d. are only valid until the expiry date as specified on the gift card.
 13. The entries at the time of draw that are deemed not to have complied with these Terms and Conditions will be deemed invalid.
 14. Water Corporation's decision regarding a prize winner will be made in its full and final discretion.
 15. Water Corporation reserves the right to disqualify and/or remove any entry which is incomprehensible, inappropriate and/or unlawful, as determined by Water Corporation in its sole and absolute discretion.
 16. Employees¹ (including contract and agency staff) of Water Corporation and their immediate families² are not eligible to enter or to win any prize offered in this competition.
 17. If Water Corporation is unable to locate a prize winner and/or the prize winner does not collect their prize within thirty (30) days of the original prize draw, Water Corporation will conduct one further re-draw in accordance with these Terms and Conditions, as if it was the original draw. If the Water Corporation is unable to locate a prize winner of the re-draw and/or the prize winner of the re-draw does not collect their prize within thirty (30) days of the original prize draw, no further re-draws shall occur.
 18. Water Corporation shall not be liable for any loss or damage whatsoever (including but not limited to direct and consequential loss), or for any personal injury suffered or sustained, as a result of entering this competition or using any of the prizes.
 19. Personal information provided by an entrant to Water Corporation for the purposes of entering this competition will be collected, used and disclosed in accordance with Water Corporation's Privacy Policy. Details of this policy are available at <http://watercorporation.com.au/legal/privacy>.

1 Employees, contract and agency staff includes all those recorded on Water Corporation's SAP HR database.

2 Immediate family shall be deemed to include mother, father, son, daughter, brother, sister, husband, wife or de-facto husband or wife, living at the same residential address as the employee, contract or agency staff.