

Customer Portal Registration Prize Draw - Terms and Conditions

Promoter: Midland Heart Limited, 20 Bath Row Birmingham West Midlands B15 1LZ (Company number IP30069R, a registered society on the mutuals public register with Registration Number 30069R)

1. Prize Draw Overview

Registering for **My Home** during the promotional period will automatically enter eligible customers into a free prize draw for the chance to win an **iPad**.

2. Promotional Period

The prize draw opens on **1st September 2026** and closes at **11:59pm on 15th October**. Entries received after the closing date will not be included.

3. Eligibility

The prize draw is open to customers of **Midland Heart** aged 18 years or over who successfully register for **My Home** during the promotional period.

The following are not eligible to enter:

- Employees of **Midland Heart**, their families, agents or any third party directly associated with administration of the prize draw.
- Anyone professionally connected with the promotion.
- Anyone who is not a customer of Midland Heart.

4. How to Enter

To enter the prize draw, customers must:

1. Complete their registration for the **My Home** during the promotional period.
2. Ensure the contact details held by **Midland Heart** are accurate and up to date within the Account Settings section of the My Home portal.

No purchase or payment is necessary to enter.

Only one entry per eligible customer will be accepted. Entries on behalf of another person will not be accepted, and joint submissions are not allowed.

In entering, you confirm that you are eligible to do so and eligible to claim any prize you may win.

5. The Prize

There will be **5 winners** who will each receive:

An 11-inch iPad Wi-Fi 128GB - Blue

The prize is non-transferable and no cash alternative will be offered.

Midland Heart reserves the right to substitute the prize with an alternative of equal or greater value if circumstances beyond its control make it necessary to do so.

6. Winner Selection

Winners will be selected at random by draw performed by a computer process from all eligible customers who completed registration during the promotional period.

Midland Heart reserves the right to verify eligibility and remove any duplicate, fraudulent or invalid entries prior to the selection taking place.

The draw will take place on or before 2nd November 2026.

7. Winner Notification

The winners will be contacted using the telephone number, email address or other contact details held by **Midland Heart**.

If a winner does not respond within **14 days** of being notified, the winner's prize will be forfeited, and **Midland Heart** will be entitled to select another winner in accordance with the process described above.

The prize will be sent to the winner within 14 days of responding to Midland Heart.

Midland Heart does not accept any responsibility if the winner is not able to take up the prize.

Unsuccessful participants will not be contacted.

8. Publicity

By entering the prize draw, winners agree to the use of their first name and general location for the purpose of announcing the outcome of the draw, unless they object at the time of being notified.

9. Data Protection and Privacy

9.1 Any personal information provided to or held by **Midland Heart** in connection with this prize draw will be processed in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

9.2 Personal information collected for the purpose of administering the prize draw will include the entrant's name, address, telephone number, email address and customer account details.

9.3 Personal information will be used solely for:

- Administering the prize draw;
- Verifying eligibility;
- Contacting and announcing the winners where appropriate; and
- Delivering the prize.

9.4 Personal information will not be used for additional marketing purposes unless the entrant has separately provided their consent.

9.5 By registering for the customer portal, customers are agreeing to the portal's terms of use and privacy notice. Entry into the prize draw does not require consent to receive marketing communications.

9.6 Personal information will be retained only for as long as necessary to administer the prize draw and meet legal, regulatory or audit requirements.

9.7 Entrants have rights in relation to their personal information, including the right to access, rectify or erase their data, subject to applicable legal requirements. Further information is available in **Midland Heart's Privacy Notice**, which can be found [here](#).

9.8 Registering for the customer portal and entering this prize draw will not affect any tenancy rights, housing application, service provision, repairs service, complaints process or any other service provided by **Midland Heart**.

10. Limitation of Liability

Midland Heart accepts no responsibility for entries that are lost, delayed, incomplete or cannot be processed due to technical issues beyond its reasonable control.

Insofar as is permitted by law, Midland Heart, its agents or distributors will not in any circumstances be responsible or liable to compensate the winner or accept any liability for any loss, damage, personal injury or death occurring as a result of taking up the prize except where it is caused by the negligence of Midland Heart, its agents or distributors or that of their employees.

Your statutory rights are not affected.

11. Cancellation and Changes

Midland Heart reserves the right to amend, suspend or cancel the prize draw where necessary due to circumstances beyond its reasonable control.

12. General

The promoter's decision regarding any aspect of the prize draw is final and binding and no correspondence or discussion will be entered into about it.

If there is any reason to believe that there has been a breach of these terms and conditions, Midland Heart may, at its sole discretion, reserve the right to exclude you from participating in the competition or refuse to award the prize to anyone in breach of these terms and conditions.

Midland Heart reserves the right to update these Terms and Conditions at any time and any updated version will be effective as soon as it is published on the website.

13. Governing Law

The prize draw and these terms and conditions are governed by English law. If any entrants to this competition wish to take court proceedings, then they must do this within the courts in the United Kingdom.
