

Terms and Conditions for the Biosolids Survey

- The Biosolids Survey Prize Draw is being run by Watercare Services Limited (**Watercare**).
- The Prize Draw involves completing the survey at <https://survey.alchemer.com/s3/8530847/Biosolids-have-your-say> to go into the draw to win one of ten \$100 Prezzy Cards.
- The Prize Draw will commence at 12.00pm on Friday, **24 October 2025 and closes at 5pm on Sunday, 30 November 2025 (Entry Period)**. No further entries will be permitted after this date.
- To be eligible to win in the Prize Draw, entrants must:
 - be 18 years old or over and living in Auckland.
 - provide their name, age, email address.
- All completed surveys will enter into the Draw to win one of ten \$100 Prezzy cards.
- Winners will not be offered a cash alternative, and prizes cannot be exchanged. Each prize includes the cost of delivery of the prize within Auckland.
- Winners will be selected through random selection supervised by a group of Watercare representatives.
- The winners will be notified by email within one week after the winner is drawn on 19 December 2025 and must provide their delivery address to claim their prize.
- If a winner does not respond to Watercare within 5 working days of being notified by Watercare, then the winner's prize will be forfeited and Watercare shall be entitled to select another winner in accordance with the process described above (and that winner will have to respond to notification of their win within 5 working days or else they will also forfeit their prize). If a winner rejects their prize or the entry is invalid or in breach of these Terms and Conditions, that winner's prize will be forfeited and Watercare shall be entitled to select another winner.
- Any questions about how to enter or in connection with the Prize Draw, should be emailed to Watercare at biosolids@water.co.nz with the subject line "Biosolids Survey Prize Draw".
- Employees or agencies of Watercare or their family members, or anyone else connected with the Prize Draw are not eligible to win prizes.
- One person cannot win multiple prizes.
- Watercare's decision as to those able to take part and selection of winners is final. No correspondence relating to the Prize Draw will be entered in to.
- Information on criteria for this Prize Draw forms part of these Terms and Conditions. Completion of the survey requirements for the Prize Draw shall be deemed acceptance of these Terms and Conditions.
- Watercare shall use and take care of any personal information supplied to it by entrants in accordance with applicable privacy legislation. Entry is conditional on providing this personal information. By entering the Prize Draw, entrants agree to the collection, retention, usage and distribution of their personal information and that such information may be used:
 - in order to process and contact them about their Prize Draw entry, and for the purpose of conducting the Prize Draw including the disclosure to third parties for that purpose;
 - for the purposes outlined in the paragraph above (in addition to the use of survey responses which will be used to inform business decision making within Watercare).
- Survey respondents may access the personal information Watercare holds about them, and should direct any request to access, update or correct information to Watercare at its address set out below.

Survey respondents can obtain a copy of Watercare's Privacy Policy at <https://www.watercare.co.nz/home/about-us/our-organisation/privacy-statement> or by contacting Watercare via the postal address provided below. All entries become the property of Watercare.

- Nothing in these Terms and Conditions limits, excludes or modifies or purports to limit, exclude or modify the statutory consumer guarantees as provided under the Consumer Guarantees Act 1993.
- To the fullest extent permitted by law, Watercare accepts no responsibility for any damage, loss, liability, injury or disappointment incurred or suffered by you as a result of entering the Prize Draw or accepting a prize. Watercare further disclaims liability for any injury or damage to your or any other person's computer relating to or resulting from participation in, or downloading any materials in connection with, the Prize Draw.
- If this Prize Draw cannot run as planned for any reason beyond Watercare's control, including but not limited to software, hardware, or communications issues, unauthorised intervention, tampering, fraud, technical failure, natural disaster or acts of God, Watercare may end, change, suspend or cancel the Prize Draw subject to any applicable law. Any cancellation or modification to the Prize Draw will be notified on Watercare's website [watercare.co.nz/biosolids](https://www.watercare.co.nz/biosolids).
- The Prize Draw and these Terms and Conditions will be governed by New Zealand law, and any disputes will be subject to the exclusive jurisdiction of the courts of New Zealand.
- No responsibility can be accepted for entries not received for any reason.
- Promoter: Watercare, 73 Remuera Road, Newmarket, Auckland.