

xchange Community Terms

These xchange Community Terms (“**xchange Terms**”) apply to BCLC’s xchange Community and your membership and participation in the xchange Community. The Terms of Use for bclc.com as they may be amended or replaced from time to time (“**Terms of Use**”) will also apply to your membership and participation in the xchange Community. If there is any inconsistency between the Terms of Use and these xchange Terms, these xchange Terms will prevail. Collectively, the xchange Terms and the Terms of Use are referred to as the “**Terms**”, and the Terms will apply equivalently whether you participate in the xchange Community in an online setting or another manner, for example, by e-mail, phone or in person. If you are accepted and participate in the xchange Community, you agree to be bound by the Terms.

Your Membership

BCLC will assess the information you provide and in its sole discretion will make a determination whether or not to accept you as an xchange Community member. If you are accepted, you will be notified by BCLC.

If you wish to discontinue your membership at any time, please click on this [Unsubscribe link](#); the unsubscribe link at the footer of the xchange Community portal; or click unsubscribe in any research email communication you receive.

In order to participate and remain a member of the xchange Community, you must be a British Columbia resident, at least 19 years of age, and not be enrolled in the Voluntary Self-Exclusion (VSE) program. BCLC may remove you from the xchange Community at any time if you do not meet these requirements, if you breach any of the Terms, for inappropriate comments and/or behaviour, or if BCLC in its sole and absolute discretion deems it appropriate.

Your Personal Information

During your participation in the xchange Community, BCLC may collect personal information from you including your name, email address, telephone number, date of birth (for age verification and VSE screening purposes). In addition, BCLC will collect other types of personal information such as your opinion, preferences, feedback, suggestions, survey responses, observations of your interactions and any other similar information (collectively, “**Your Responses**”).

BCLC respects your privacy and will maintain the confidentiality of your personal information. BCLC will restrict the access of your personal information only to those employees and authorized service providers (such as research organizations) who require this to perform their job.

Your personal information will be collected in accordance with British Columbia’s *Freedom of Information and Protection of Privacy Act* and in addition to the purposes, as applicable, that are set out in the Terms of Use, will be used, accessed, disclosed, recorded and stored by BCLC and its service providers inside and outside of Canada to:

- assist us in understanding you better so that we may send you the appropriate surveys;
- send you research invitations and other research information;
- administer draws, contests and incentives in relation to our surveys;
- compile research reports; and
- assist in the development and enhancement of its products, services, software, policies, programs, marketing materials, website pages and any other related items.

BCLC may also compile aggregated information not linked to an identifiable individual, such as aggregated age, gender and geographic location information to provide greater context to our research.

If you have any questions about the collection and use of your personal information, please contact BCLC Customer Support at 74 West Seymour Street, Kamloops, BC V2C 1E2; telephone: 1-866-815-0222 or bclc.com.

Confidentiality

During your membership in the xchange Community, non-public, confidential, and proprietary information (collectively, "**Confidential Information**") may be disclosed to you by BCLC and its service providers, including, without limitation, with respect to concepts, products, services, software, policies, programs, marketing materials and website pages. The Confidential Information remains the exclusive property of BCLC and is disclosed to you for the limited purpose of seeking Your Responses.

You agree at all times, including after you leave the xchange Community, to:

- maintain the confidentiality of the Confidential Information;
- not disclose the Confidential Information to any third party (including friends and family members);
- not use the Confidential Information for your own benefit or the benefit of a third party; and
- not copy, record or reproduce the Confidential Information.

Submission of Feedback

The reference to "**Content**" in the "Submission of Feedback and Other Content" provision in the Terms of Use includes Your Responses but does not include your name, email address, telephone number, date of birth or other similar identifying personal information as BCLC will restrict use of this information and will not publish or sell this information.

[] Yes, I would like to participate in the xchange Community and agree to the Terms. My agreement is effective on the date I click 'Yes'.

[] Yes, I consent to receiving electronic communications, including survey invitations and research related emails from BCLC and its service providers.

You may unsubscribe at any time. Please note we will only be able to include you as a member of the xchange Community if you select the electronic communications option as research information, survey invitations and newsletters will be sent by email.