

Guidance Notes

Who should complete this form?

A person who holds a personal licence or an operator who holds an operating licence issued under the Gambling Act 2005 which was

- Issued to them in printed copy only and which has been lost, stolen or damaged or which they simply wish to replace with an electronic version

Please **DO NOT** use this form if your licence was issued to you electronically. In these cases, you do not need to request a copy but can print out a copy.

Introduction

This guidance has been written to help you complete the request for copy licence application form GCCL. Please read this document carefully before you attempt to answer any questions. Should an incomplete form be submitted to the Gambling Commission (i.e. you fail to provide compulsory information) this will result in your request being delayed and may result in your request being refused.

If you submit a form with incorrect information, your application will still be processed but is more likely to be rejected. If you misrepresent, or fail to reveal, information that you are asked to provide, unless you have a reasonable excuse, you will have committed an offence under section 342 of the Gambling Act 2005. Please note that, after receipt of your completed form, the Commission may still need to contact you for any further information we consider necessary in order to determine your request, for example, if information you provide is unclear.

The form will be scanned therefore please complete all relevant sections in **BLACK INK** only, write clearly within the boxes and use **CAPITAL LETTERS**, except when signing or providing an email address. Leave a box space between words and mark with a cross (X) where a check box answer is required. An example follows:

Street

S T A N L E Y R O A D

Postcode

L S 2 7 L Y

Date of Birth

1 4 0 2 1 9 7 0

Cross (X) box

No Yes

If you make a mistake, please fill in the box and write the correction as near to the mistake as possible (see example opposite). Do not use correction fluid to amend mistakes.

Surname

G R E G O R Y

Email

r i c h a r d . g r e g o r y

@ b t i n t e r n e t . c o m

Please do not use correction fluid; do not write over the edges of boxes; do not staple attachments to the form. If you make a mistake on the form, fill the box in solid black and write the correction clearly to the right. If there is no space on the right, write the correction as close as possible.

If the fee is not provided, the form is completed incorrectly or supporting documentation is missing this will result in your application being delayed and may result in your application being refused or returned.

If there is not enough space on the form to answer any questions, please continue on a separate sheet making sure that you refer to the section and question number and that you date and sign each sheet.

Section 1. Existing licence identity

This section must be completed in all cases.

- Q1.** Please provide details of the operating or personal licence held in the UK, for which a copy is required:
- Full name in which the current licence is held;
 - Number of the licence;
 - Type of licence, operating or personal;
 - Date the licence was issued.

Section 2. Contact person

- Q2.** If you are an individual applying for a copy of your personal licence, you must provide your contact details.

A UK-based address must be given. This address will also be the address to which all correspondence relating to the application and any copy licence that may be issued will be sent. Please provide all telephone contact numbers where possible.

If you are an operator applying for a copy of your operating licence, this is an administrative section and will have no bearing on the application. The nominated person will be the contact for all correspondence relating to this application. A UK-based address must be given. This address will also be the address to which all correspondence relating to the application and any copy licence that may be issued will be sent. For businesses based abroad you may use a UK-based solicitor or other UK-based representative. Please provide all telephone contact numbers where possible.

Section 3. Format of copy licence

- Q3.** Please indicate whether you require an electronic or printed version of your copy licence by crossing (X) the appropriate box.

Section 4. Reason for request

- Q4.** Please state the reason why a copy of the licence is required. Valid reasons for requesting a copy of the licence are if the original licence has been:
- lost;
 - stolen;
 - damaged;
 - or if you simply require an electronic version

If the licence has been lost or stolen, the Commission requires notification of the police crime reference number and the contact details of the officer dealing with the matter.

If the licence has been damaged, you must return the damaged licence to us with this application form.

- Q5.** The Commission's preferred means of communication with applicants will be by means of electronic communication where possible. This will include correspondence by email. Unless you indicate that you do not wish to communicate with the Commission in this way by putting a cross (X) in the box, we will assume that you are content to accept electronic communication.

Section 5. Declaration

The declaration must be signed in all cases:

- a. if the applicant is an individual, by that individual;
- b. if the application is made on behalf of a partnership, by all individuals who are partners;
- c. if the operator is a company, by both the company secretary and a director (who is not also the secretary of the company);
- d. in any other case, by a duly authorised officer of the operator.

If you are submitting the form through the Commission's online application facility, you are required to provide electronic signatures.

Freedom of Information Act 2000

Any information or material sent to the Commission and which we record may be subject to the Freedom of Information Act 2000. The Commission's policy on release of information is available on request or by reference to the Commission website at www.gamblingcommission.gov.uk. The Gambling Commission recognises that the information it requests and receives may be commercially sensitive information or personal data. The Commission will treat all such information as confidential and will only disclose that information where it is necessary to do so in order to carry out the Commission's functions or where the Commission is required by law to disclose the information.

As a public authority, the Commission must comply with the requirements of the Freedom of Information Act 2000 and must consider requests for information under the Act on a case by case basis. However, the Commission would not normally expect that the disclosure of commercially sensitive information to a potential competitor would be in the public interest.

All information provided in connection with this application will be processed in accordance with the Data Protection Act 1998, but it may be disclosed to government departments, or agencies, local authorities and other bodies where it is necessary to do so in order to carry out the functions of the Gambling Commission and where the Commission is legally required or permitted to do so.

The Gambling Commission is a data controller under the terms of the Data Protection Act 1998. The information provided on this form will be processed for the purposes necessary for the Commission to carry out its functions and meet its legal obligations. The data may be shared with third parties who fulfil a service on behalf of and under the express instructions of the Commission and other bodies where it is necessary to do so in order to carry out the Commission's functions and where the Commission is legally required or permitted to do so.

Section 6. Enclosures

Please check that you have included with your application form and cross (X) the box to indicate which enclosures are attached to your application:

- the fee of £25 (which is non-refundable);
- the damaged licence if applicable;
- the Photographic Identification Form with a passport-sized photograph, if you are requesting a copy of your personal licence and you wish to update the photograph currently on your licence.

Section 7. Payment method

Q6. Please cross (X) the appropriate box to indicate how you plan to pay for this application. You can pay by cheque, credit/debit card or bank transfer.

Q6a. If you are paying by credit/debit card, please complete the card details in the spaces provided. Please ensure that you complete the type of card and all of the cardholder's details except for the security number. Issue numbers are only applicable to Switch (Maestro) cards.

Please note that the Commission will not retain any of this information once payment has been accepted and authorised.

If paying by cheque please make the cheque payable to The Gambling Commission.