

ScottishPower Social Media Prize Draw Terms and Conditions

These Terms and Conditions apply to the “Where’s Bruce Giveaway” (the “**Prize Draw**”). Eligible Participants who take part in the Prize Draw agree to be bound by the following Terms and Conditions.

1. The Promoter

- 1.1. The Prize Draw is run by ScottishPower Energy Retail Limited, a company registered in Scotland (Company number SC190287, VAT number GB 659 3720 08), of 320 St. Vincent Street, Glasgow, G2 5AD (“**ScottishPower**”).

2. The Prize Draw

- 2.1. The title of the Prize Draw is “Where’s Bruce Giveaway”.
- 2.2. All Eligible Participants (see the eligibility criteria set out below at Clause 5.1) who participate in the Prize Draw will have the chance to win a Bruce plushie (the “**Prize**”).
- 2.3. The Prize Draw will run from 4pm on 20th of November 2025 (the “**Opening Date**”) to 12 noon on 28th of November 2025 (the “**Closing Date**”) inclusive.
- 2.4. The winners will be announced privately on the 5th of December 2025, no public announcement will be made (the “**Announcement Date**”).
- 2.5. The Prize Draw is free to enter for all Eligible Participants.

3. The Prize

- 3.1. The Prize is a Bruce plushie.
- 3.2. There are 100 Prizes available to be won.
- 3.3. There is no cash alternative for the Prize.
- 3.4. The Prize is not negotiable or transferable.

4. How to enter

- 4.1. To enter the Prize Draw, Eligible Participants must follow the instructions outlined in the ScottishPower Customer Instagram associated with the Prize Draw (the “**Social Media Post**”).
- 4.2. The winners will be selected through a random draw from all valid entries received. The draw will be conducted by a verifiable computer programme. The decision regarding the selection of winners will be final.

5. Eligibility

- 5.1. The Prize Draw is open to all residents in the UK (excluding Northern Ireland) who hold a valid and current account with the relevant social media platform. Entrants who satisfy these criteria shall be known as “**Eligible Participants**”.
- 5.2. The Prize Draw is not open to:
- a) employees of ScottishPower, the wider Iberdrola group, or any associated partner;
 - b) employees of agents or suppliers of ScottishPower, who are professionally connected with the Prize Draw or its administration; or
 - c) members of the immediate families or households of (a) and (b) above.
- 5.3. In entering the Prize Draw, the participant confirms that they are eligible to do so and eligible to claim the Prize. If a winner is subsequently found not to be an Eligible Participant, they shall not be entitled to receive the Prize. In this case the Prize will be redrawn or if, for whatever reason, it is not possible for the Prize to be redrawn, it will be permanently withdrawn.
- 5.4. ScottishPower will not accept entries that are:
- a) automatically generated by computer or created by artificial intelligence (including but not limited to chatbots such as ChatGPT or similar software applications);
 - b) completed by third parties or in bulk;
 - c) do not meet the entry requirements stated in the Social Media Post; or
 - d) are incomplete or fail to comply with the relevant social media platform’s terms of use.
- 5.5. There is a limit of one entry per person. Entries made using multiple social media accounts will not be accepted. Entries must be made directly by the Eligible Participant, and any entries submitted on behalf of another person will be disqualified.
- 5.6. ScottishPower reserves all rights to disqualify a winner if their conduct is contrary to the spirit or intention of the Prize Draw.

6. Claiming the Prize

- 6.1. ScottishPower will contact the winners personally via the direct messages function of the relevant social media platform within 14 days of the Announcement Date. On the Announcement Date, ScottishPower will upload an Instagram story post stating that they have reviewed the answers from the 5 posts and drawn the 100 winners. ScottishPower will continue to make reasonable efforts to contact the winner for up to a maximum of 14 days following the Announcement Date. If the winner cannot be contacted or does not respond to the message before 11:59 on 19th of December 2025, ScottishPower reserves the right to offer the Prize to the next Eligible Participant selected from the correct entries that were received before the Closing Date.
- 6.2. Once notified by ScottishPower in accordance with Clause 6.1, the winner must claim their Prize by emailing their full name and address to socialcompetition@scottishpower.com with the subject “I’m a winner” within 14 days of receiving notice that they have won the Prize. If

there are any errors or discrepancies in the information provided by the winner when claiming their Prize ScottishPower shall, in its sole discretion, determine whether the winner remains entitled to claim the Prize.

- 6.3. ScottishPower will aim to provide the Prize to the winner within 28 days of the date on which the Prize is claimed by the winner. Where this is not possible, ScottishPower will liaise with the winner to ensure they receive their Prize as soon as reasonably possible and keep them regularly informed as to the date on which ScottishPower expect that they will receive their Prize.
- 6.4. The Prize must be claimed by the winner and cannot not be claimed by a third party on a winner's behalf. In exceptional circumstances and on a case-by-case basis, ScottishPower may make reasonable adjustments. For the avoidance of doubt, this will be at ScottishPower's sole discretion.
- 6.5. ScottishPower does not accept any responsibility if a winner is not able to claim their Prize.

7. Limitation of liability

- 7.1. Insofar as is permitted by law, ScottishPower will not in any circumstances be responsible or liable to compensate a winner or accept any liability for any loss, damage, personal injury or death occurring as a result of claiming the Prize, except where it is directly caused by the negligence of ScottishPower. Nothing in this Clause will affect the statutory rights of a party who seeks to rely on these Terms and Conditions.

8. Data protection and publicity

- 8.1. In relation to the Prize Draw, ScottishPower will process Eligible Participant personal information as described in the Privacy Policy for the Prize Draw. This will typically be the name and email address provided by Eligible Participants.
- 8.2. ScottishPower may ask for proof of a prize winner's identity. If a prize winner is unable to provide adequate proof of identity, ScottishPower may withdraw the prize and select another prize winner using the process described at Clause 4.2.
- 8.3. Other companies working on behalf of ScottishPower may from time to time help us administer and operate the Prize Draw. Where this is the case, we will make arrangements for your details to be used and safeguarded in line with the Data Protections laws.
- 8.4. We always make sure we have a lawful basis to use your personal data. In the case of the Prize Draw, the processing of your personal data will normally rely on it being "necessary for performance of a contract", i.e. to fulfil our obligations under these terms and conditions for the Prize Draw or to administer any objections you have made.
- 8.5. We will keep the appropriate evidence for audit and record keeping requirements for a period of 2 years after the Prize Draw.
- 8.6. For more information about how ScottishPower uses your personal information and how to exercise your data protection rights, please visit scottishpower.co.uk/privacy.

9. General

- 9.1. If there is any reason to believe that there has been a breach of these Terms and Conditions, ScottishPower may, at ScottishPower's sole discretion, reserve the right to exclude that Eligible Participant from participating in the Prize Draw or any other competition or prize draw.
- 9.2. ScottishPower reserves the right to amend the Prize Draw and/or the Terms and Conditions, at ScottishPower's sole discretion.
- 9.3. ScottishPower reserves the right to void, suspend, cancel, or amend the Prize Draw where it becomes necessary to do so with immediate effect and without liability to Eligible Participants.
- 9.4. In the event of any dispute regarding any aspect of the Prize Draw, the decision of ScottishPower shall be final. No correspondence will be entered into.
- 9.5. The Prize Draw and these Terms and Conditions shall be governed by the laws of Scotland, and ScottishPower and anyone who seeks to rely on these Terms and Conditions submits to the exclusive jurisdiction of the courts of Scotland.