

## Registration Information for Lottery Retailers Including Frequently Asked Questions

The purchase of lottery tickets is a popular form of gambling for many British Columbians. To help ensure the integrity of gaming in British Columbia, all lottery retailers responsible for managing the British Columbia Lottery Corporation's (BCLC) Lottery Retailer Agreement must be registered with the Gaming Policy and Enforcement Branch (GPEB).

This document will help you understand the reasons and the process for registering as a Lottery Retail Contract Manager or Designate Contract Manager with GPEB.

### In this document:

1.	Introduction.....	2
2.	What is the Gaming Policy and Enforcement Branch?.....	2
3.	Who must apply for registration? .....	2
4.	Where can I find an application form?.....	3
5.	What personal information does GPEB require?.....	3
6.	Why does GPEB need my personal information? .....	3
7.	Under what authority does GPEB collect this information? .....	4
8.	How does GPEB protect my personal information? .....	4
9.	What if I refuse to release my personal information to GPEB?.....	5
10.	How long is the GPEB registration valid?.....	5
11.	When do I have to renew my registration?.....	5
12.	Can I apply for registration if my previous registration was ceased? .....	5
13.	If I obtain or cancel a new retail site, do I have to register again? .....	5
14.	How much is the application fee? .....	5
15.	What is the transition period for registering a new Lottery Retail Contract Manager or Designate Contract Manager?.....	6
16.	If I'm already registered with GPEB (for example, as a casino worker), do I also need to register as a Lottery Retail Contract Manager or Designate Contract Manager? .....	6
17.	Contact Information .....	6

## **1. Introduction**

All persons working in the gaming industry in British Columbia, including BCLC employees, casino employees, and bingo hall employees, must be registered by GPEB. The same requirement applies to lottery retailers.

The public has a right to expect that lottery ticket sales and prizes are handled fairly and with integrity and that the proper payouts are made to winning customers. GPEB is authorized by British Columbia's Gaming Control Act and Regulation to ensure that lottery retail businesses that contract with BCLC to sell lottery tickets meet industry standards of integrity. This includes, but is not limited to, a criminal record and credit check. In order to sell lottery tickets in B.C., Lottery Retail Contract Managers and Designate Contract Managers must meet these standards and be registered with GPEB.

## **2. What is the Gaming Policy and Enforcement Branch?**

GPEB is the provincial agency responsible for regulating all gaming in British Columbia to ensure the integrity of the gaming industry. It is responsible for registering and certifying all companies, people and equipment involved in gaming and horse racing and for investigating allegations of wrongdoing. Its role includes regulatory oversight of BCLC (which conducts and manages lotteries, casinos, community gaming centres and commercial bingo halls), B.C.'s horse racing industry, and licensed gaming events.

GPEB also manages responsible and problem gambling programs and distributes gaming funds to community organizations. For more information, refer to the GPEB website at [www.gaming.gov.bc.ca](http://www.gaming.gov.bc.ca)

## **3. Who must apply for registration?**

A person who signs a Lottery Retail Agreement (LRA) with BCLC to sell lottery tickets must apply for registration with GPEB as a Lottery Retail Contract Manager or as a Designate Contract Manager – unless the person is currently registered. These positions are responsible for oversight of a retail store(s) in which lottery tickets are sold. The individual must be at least 19 years of age and a senior representative of the lottery retail business (for example, a senior company officer).

When, for example, the retail business operates a number of retail stores across the province, a lottery retail business may register a Designate Contract Manager to act under the authority of the Lottery Retail Contract Manager. The Designate Contract Manager may, for example, be a regional supervisor, manager, assistant manager or managing business partner. If a designate manager is to assume sole responsibility for managing the lottery retail business, a Confirmation of Authority "COA" to assume responsibility for the contract must be arranged with BCLC.

The responsibilities of the Lottery Retail Contract Manager and the Designate Contract Manager include:

- Overseeing or coordinating lottery product sales;
- Managing compliance issues related to the sale of lottery products; and
- Adhering to BCLC's Lottery Retailer Agreement, standard operating procedures and rules of play.

**Note:** A lottery retail business should be aware that it may be subject to an audit or inspection to verify adherence to the conditions of registration.

#### **4. Where can I find an application form?**

The application form is available online at [www.gaming.gov.bc.ca/registration/](http://www.gaming.gov.bc.ca/registration/). A print version is available by contacting GPEB by phone at (250) 356-0663 or by emailing [gaming.registration@gov.bc.ca](mailto:gaming.registration@gov.bc.ca).

#### **5. What personal information does GPEB require?**

An Application for Registration: Lottery Retail Contract Manager or Designate Contract Manager must include a colour copy of legible, valid photo ID (such as a driver's licence, British Columbia ID or passport) and a \$45 fee. If you are not a Canadian citizen, include a copy of your landed immigration papers or work permit, or permanent residence card.

Application fees will not be refunded. Refer to the application form for more information.

If your application is incomplete or is not received by the due date, the Lottery Compliance Manager will notify BCLC that your lottery retail sales are to be suspended. The suspension will remain in effect until the application or missing information has been received.

#### **6. Why does GPEB need my personal information?**

Personal information is collected by GPEB to verify an applicant's identity and to conduct the background investigation. This includes a criminal record check and may include a credit check via Equifax.

GPEB uses this information for the purpose of:

1. Conducting audits, inspections and/or compliance checks;
2. Ensuring compliance with the Gaming Control Act and Regulation by Lottery Retail Contract Managers and Designate Contract Managers; and
3. Communicating with BCLC and/or lottery retail businesses on matters directly connected to registration.

By maintaining a registration database of lottery retail businesses and Lottery Retail Contract Managers and Designate Contract Managers, GPEB is able to monitor the ongoing suitability of its registrants. The lottery retailer database is also used to monitor changes to a registrant's status and to track registration expiry dates.

## **7. Under what authority does GPEB collect this information?**

Authorities related to the collection and use of personal information are found in Section 26 of the B.C. Freedom of Information and Protection of Privacy Act (FOIPPA), and Sections 66, 67 and 71 of the B.C. Gaming Control Act.

No personal information may be collected by or for a public body unless:

- (a) the collection is authorized by or under an act, or
- (b) that information is related directly to and is necessary for an operating program or activity of the public body.

In this case, GPEB is collecting the information that relates directly to and is necessary for operating a program or activity as a public body. If you have any questions regarding the collection of personal information, please contact the Executive Director, Registration and Certification Division by calling 250-356-6320 or by E-mail at [gaming.registration@gov.bc.ca](mailto:gaming.registration@gov.bc.ca) .

## **8. How does GPEB protect my personal information?**

GPEB protects your privacy. The government's privacy policies and procedures ensure your personal information is maintained in a secure and confidential manner. GPEB is required under FOIPPA to protect personal information in its custody or under its control by making reasonable security arrangements against such risks as collection, use, disclosure, disposal or unauthorized access.

GPEB is required under FOIPPA to ensure that personal information in its custody or under its control is used strictly for the purpose it was collected for or for a use consistent with that purpose. Sections 33 to 36 of FOIPPA do permit the disclosure of personal information under limited conditions. You may be interested to review FOIPPA and the Gaming Control Act at [www.bclaws.ca](http://www.bclaws.ca) .

**9. What if I refuse to release my personal information to GPEB?**

A requirement of registration is that an applicant provide an application in the form and with the content required by the general manager. If an applicant refuses to provide the requested personal information, the applicant will not be registered. Therefore, the applicant will not be approved as a Lottery Retail Contract Manager or Designate Contract Manager, resulting in the inability of the applicant to participate in the handling and selling of BCLC's lottery products.

**10. How long is the GPEB registration valid?**

GPEB registration remains active for three years.

**11. When do I have to renew my registration?**

Renewal must take place prior to expiry of the current registration. Sixty days prior to expiry GPEB will notify the registrant and supply an application form.

**12. Can I apply for registration if my previous registration was ceased?**

Yes. Submit the Application for Registration: Lottery Retail Contract Manager or Designate Contract Manager. This is not a renewal.

**13. If I obtain or cancel a new retail site, do I have to register again?**

No. BCLC will notify GPEB of all changes. There is no fee for adding or removing a retail site during the 3-year registration period.

**14. How much is the application fee?**

Include a non-refundable application fee of \$45 for an Application for Registration: Lottery Retail Contract Manager or Designate Contract Manager. Payment is by money order or company cheque payable to the Minister of Finance. Personal cheques are not accepted. In addition, the business must:

1. Complete and fax to GPEB a copy of a completed application form within 48 hours of notifying GPEB. GPEB's fax number is: 250-356-0782; and

2. Submit the original application by mail (courier suggested), attaching a colour copy of valid photo ID and the \$45 fee. If you are not a Canadian citizen, include a copy of your landed immigration papers or work permit, or permanent residence card. All must be received within 7 calendar days of the first notification of GPEB.

**Note:**

BCLC pays a separate registration fee for the Lottery Retail Business. BCLC will contact the business regarding repayment of this fee.

**15. What is the transition period for registering a new Lottery Retail Contract Manager or Designate Contract Manager?**

When a lottery retail business replaces a currently registered Lottery Retail Contract Manager or Designate Contract Manager the business must immediately notify GPEB of the change. In addition, the business must:

1. Submit an application by mail (courier suggested), attaching a colour copy of valid photo ID and a \$45 fee. If you are not a Canadian citizen, include a copy of your landed immigration papers or work permit, or permanent residence card. All must be received within 30 calendar days of the first notification of GPEB.

**16. If I'm already registered with GPEB (for example, as a casino worker), do I also need to register as a Lottery Retail Contract Manager or Designate Contract Manager?**

Yes, Lottery Retail Contract Managers and Designate Contract Managers constitute a specific class, identified in the Gaming Control Regulation as lottery retailers.

**17. Contact Information**

**Mail:**

Gaming Policy and Enforcement Branch  
Registration and Certification Division (Lottery)  
PO Box 9202 Stn Prov Govt  
Victoria, BC V8W 9J1

**Phone:** (250) 356-0663

**Fax:** (250) 356-0782

**Web:** [www.gaming.gov.bc.ca](http://www.gaming.gov.bc.ca)

**E-mail:** [gaming.registration@gov.bc.ca](mailto:gaming.registration@gov.bc.ca)

**Location:**

Gaming Policy and Enforcement Branch  
Registration and Certification Division (Lottery)  
3rd Floor, 910 Government Street  
Victoria, BC V8W 1X3