

Important Information About Your Personal Data

We take your privacy very seriously and will always treat your personal details with the utmost care, holding them safely and securely. The following is a summary of how we will manage your information. Please read this carefully to understand the data we will hold about you and how it will be used.

Why do we collect your information and where do we get it from?

We need to collect information about you in order to open and administer your savings or mortgage account, or provide other financial services. The amount and type of information we collect will vary depending on the products you choose to apply for or hold.

We need a legal basis in order to process your data. This will be either that the processing is necessary for us to provide you with the financial product you are seeking; necessary to comply with our legal obligations; in our legitimate business interests in relation to such purposes or it is with your consent. Our legitimate business interest is a balance between our interest in conducting and managing our business, and the protection of your personal data.

Generally we collect information directly from you. However, if you are introduced to us by a mortgage broker or intermediary, we will obtain some information about you indirectly from them when they introduce you to us. We also obtain information from third party sources such as Credit Reference Agencies, Fraud Prevention Agencies and other organisations to assist in the prevention and detection of crime.

If you make a joint application with your spouse, partner or family member, we will also need to collect personal information about that person. If you make an application on behalf of the joint applicant, you agree to show them this Privacy Notice and that you have all necessary consents to enable you to provide us with their information for the purposes described in this notice.

How we use your information

The information we collect is used to verify your identity, administer your accounts, provide you with our services and to communicate with you about other products or services of ours that we think may be of interest to you. In addition it is also used to help us prevent fraud and financial crime, to investigate complaints, carry out statistical analysis and regulatory reporting, and also for internal operational requirements, including meeting our Compliance obligations and for Audit purposes.

When using your information in this way we may also share information with anyone you appoint to administer or operate your account; regulatory and government bodies; auditors; any individuals/organisations that we use to provide services to us; and any other person or organisation if the law, public duty or our legitimate interests require us to do so.

Where we use other individuals/organisations to provide services to us, and this requires them to have access to your data, we ensure that appropriate contractual terms are in place to control what they can do with your data and that they protect your data to the same standards as we do.

How we share your information with Credit Reference Agencies ('CRAs')

If you apply for a mortgage we will supply your personal information to CRAs and they will provide us with information about your financial situation and history. The CRAs will keep a record of each search, even if your application is not successful, and this could affect your ability to get credit from other organisations within a short period of time.

For joint mortgage applications the CRAs will create a link between you and any other customer named on the mortgage. This will link your financial records, and each will be taken into account in all future applications by either or both of you.

We will continue to exchange information about you with CRAs whilst you have a mortgage account with us, including recording any outstanding debt if you do not repay in full and on time. CRAs will share your information with other organisations. We may also make periodic searches at CRAs to help manage your account with us.

The identities of the CRAs, their role also as fraud prevention agencies, the data they hold, the ways in which they use and share personal information, their data retention periods and your data protection rights with the CRAs are explained in our 'Credit Reference Agency Information Notice'.

How we share your information with Fraud Prevention Agencies ('FPAs')

We undertake checks about you with FPAs for the purposes of preventing fraud and money laundering, and to verify your identity. If false or inaccurate information and fraud is suspected then we will record this and share the information with FPAs. Further information is available in our 'Identity Verification and Fraud Prevention Checks' leaflet.

Marketing

From time to time we may contact you with details of our financial services, and related promotions, offers and events which we think may be of interest to you, unless you choose not to receive our marketing messages.

We would also like to contact you with details of products and services available in conjunction with selected third parties, but we will only do this with your consent. We will never share your data, for marketing purposes, with any third parties.

Monitoring and retention of your personal data

We may monitor certain activities where required or permitted by law. For example, we are required by Financial Conduct Authority rules to record certain types of telephone calls. Telephone calls to and from our offices may also be recorded to ensure we have a record of what was discussed and for our internal training and monitoring purposes.

We will usually retain your personal information for a minimum of 6 years after you close your account. In addition we may retain your personal information in accordance with legal and regulatory requirements for up to 15 years in the case of mortgage accounts.

Accessing and correcting the information we hold about you

Under Data Protection laws you have the right to access your personal information held by us. You can also obtain your personal data from the Credit Reference Agencies and Fraud Prevention Agencies. Our leaflet 'Your Data Protection Rights' provides further information on all of your rights.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

For more information

If you have any questions about our Privacy Notice or the information we hold about you, then please pop into a branch, call our Customer Services Department (01633 844340), or email us directly at dataprotection@monbs.com.



Head Office: Monmouthshire House, John Frost Square, Newport, South Wales, NP20 1PX. Tel: 01633 844444

Telephone calls may be monitored and/or recorded for security and training purposes.

To find out how we use your data, please visit www.monbs.com/privacy, pop into a branch, call our Customer Services Department (01633 844340) or email dataprotection@monbs.com

Monmouthshire Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register Number: 206052.