

Summary privacy notice



SWANSEA
BUILDING SOCIETY

Established 1923

Summary privacy notice

The General Data Protection Regulation (GDPR) superseded the UK Data Protection Act 1998 (DPA) on the 25th May 2018. It expands the rights of individuals to control how their personal data is collected and processed, and places a range of new obligations on organisations to be more accountable for data protection.

The Society is committed to protecting your personal data and in light of new legislation this is our updated privacy policy. A copy is also available in full on our website or on request.

This summary privacy notice explains how Swansea Building Society (we or us) of 11/13 Cradock Street, Swansea, SA1 3EW, collects, stores and uses your personal information. A full notice can be found at <http://www.swansea-bs.co.uk/about-swansea-building-society/privacy-information>.

For more information about this notice, or if you wish to exercise any of the rights mentioned in it, please contact our Data Protection Officer, either in writing at 11/13 Cradock Street, Swansea, SA1 3EW or via email at dpo@swansea-bs.co.uk.

What personal information do we collect?

The personal information we collect about you depends on the products or services you apply for, or that we provide to you. We will usually collect the following information:

- Your name, contact details and address;
- Your date of birth and/or age and nationality;
- Records of how you have contacted us; and
- In some circumstances, information about your health or if you are a vulnerable customer.

If you apply for a mortgage or savings product, we may also collect information about:

- Your financial details, including details about your existing borrowings and loans;
- Your credit history which we obtain from Credit Reference Agencies;
- Your employment, housing, residency and/or citizenship status;
- Your tax position;
- Your marital status, family, lifestyle or social circumstances, if relevant;
- Any guarantor, if relevant; and
- Any person other than the account holder who makes a withdrawal from an account.

Why do we need to collect your personal data?

We use personal information about you to:

- confirm your identity when you open an account or contact us;

- consider and assess your application for a service, an account or a role with us;
- manage and administer your account(s) with us;
- recover debts owed to us and to prevent financial crime;
- provide you with information that you ask us for and notify you about changes to our services;
- provide you with information about other goods and services we offer that we think you may be interested in; and
- improve our website, ensure its content is presented in the most effective manner for you and keep our website safe and secure.

Your personal information may be converted into statistical or aggregated data which cannot be used to re-identify you, which may be used to produce statistical research and reports.

Where do we collect your personal information from?

We generally collect personal information directly from you (for instance, when you complete an application form or contact us). If you do not provide us with the information we need, we may be unable to provide you with our products and services or process your application.

We also obtain your personal information from other sources including Credit Reference Agencies, your employer, landlord, other lenders, HMRC, DWP, publicly available directories and information, debt recovery and/or tracing agents, other organisations to assist in prevention and detection of crime, police and law enforcement agencies. If you have been introduced to us by a broker or other intermediary, we will obtain your personal information from them. If you make a joint application or apply for a mortgage with a guarantor, we will collect personal information about those individuals.

Keeping in contact with you

We may use your contact details to provide you with important information about your accounts. In addition, we may use your contact details to contact you to provide you with marketing information about our other products and services which may be of interest to you. You will have the opportunity to opt out of receiving such marketing information when you first provide your details to us, and you can change your mind at any time by contacting our Data Protection Officer.

We may share personal data with third parties for the purpose of tracing and verifying data. We may also obtain personal data from third parties in order to trace individuals.

What are our legal grounds for collecting and using your personal data?

Data protection laws require us to explain our legal grounds for processing your personal information. The legal grounds that are relevant to us are:

- Where it is necessary to perform our contract with you (e.g. for a mortgage or savings products) or for taking steps prior to entering into a contract;
- Where it is necessary to comply with our legal obligations;
- Where it is necessary for our own legitimate interests or those of other organisations;
- With your consent; and
- Where it is necessary for a substantial public interest.

Is your personal information transferred outside the UK?

Your personal information is stored within the UK and we do not routinely transfer your personal information outside the UK. Where a problem arises on your account, we may need to allow access to your information from our subcontractor based outside the UK (currently in India). Where we contract with such providers then if your personal information is processed within the European Economic Area (EEA) it is protected by European data protection regulation. Some countries outside the EEA also have adequate protection for personal information under laws that apply to us. We have put in place measures to ensure that your personal information is protected if it is required to be accessed from outside the EEA.

Credit reference agencies

In order to process your application, we will perform identity checks on you with one or more credit reference agencies (CRAs). To do this, we will supply your name and other identifying information to the CRAs and they will give us information, including information about your financial situation and financial history. CRAs will supply to us public information (including the electoral register) which we will use to identify you, to verify the accuracy of the data you have provided to us and to prevent criminal activity, fraud and money laundering. We will continue to exchange information about you with CRA's while you have a relationship with us. We will also inform the CRA's about your settled accounts. If you borrow and do not repay in full or on time, CRA's will record the outstanding debt. This information may be supplied to other organisations by CRA's. When CRA's receive a search from us they will place a search footprint on your credit file that may be seen by other lenders. More information about CRAs can be found at

<https://www.equifax.co.uk/crain>
or <https://www.transunion.co.uk/privacy>.

For how long is your personal information retained by us?

We will generally hold your information for the whole time that you have an account with us, and for a period of six years after your account is closed. In some circumstances we may keep your information for longer than this, for instance where we are required by law to do so, or where we need to retain your information to defend or exercise our legal rights. We may also retain transactional history for statistical research and reporting reasons.

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Your rights

Under data protection laws, you have the right to ask us to:

- Correct any personal information you think is inaccurate or incomplete;
- Stop or restrict the processing of your personal information for certain reasons;
- Delete your personal information in some circumstances;
- Provide you with copies of your personal information;
- Provide you with information in a portable format.

Not all of these rights will apply in all circumstances. Please contact our Data Protection Officer if you wish to exercise any of these rights. If you are unhappy with the way that we are handling your personal information, please contact our Data Protection Officer in the first instance and we will try to resolve your complaint. You also have the right to complain to the Information Commissioner's Office, which is the regulator for data protection laws: <https://ico.org.uk/>



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www.swansea-bs.co.uk

SBS (SPN 1122)

Swansea 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: 206066

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