

# Your Information

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A summary of our privacy policy and information about electronic identification

# A summary of your privacy policy

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Keeping your data safe and secure is extremely important to us. We understand the concerns you might have about sharing your personal information with us and that's why we're committed to letting you know about the data we collect, why we collect it, how we use it and who we might share it with.

This leaflet is a summary of our privacy policy. We recommend you read this leaflet with our privacy policy, where you will also find some useful information about your data protection rights. You can find this at [principality.co.uk/privacypolicy](http://principality.co.uk/privacypolicy)

## The information we collect about you

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We will collect information about you, from you and from third parties. Similarly, if you make a joint application or an application on behalf of someone else, we will collect information about the other person, from you and from third parties.

When we do this, we will only ever collect the information we need to provide you with our services, manage our business effectively or to protect our business for our customers.

As an example:

- If you want to make an appointment, we will ask you for your name and contact details;
- If you want to open a savings account, we will ask you for your name and contact details along with other information to confirm your identity;
- If you apply for a mortgage, we will ask you for your name, contact details and income. Also, we will need to find out about any debts that you might have, so we will contact credit reference agencies who hold this information;
- If you apply for an insurance product through us from an associated company, we will ask you for information about your health and personal circumstances.
- As part of a mortgage application we will collect regional information from the Office of National Statistics to confirm what area of the country the mortgage property is in, based upon the post code supplied to us. This is to ensure the region of the mortgaged property in your application is accurate.

Alternatively, if you would like a paper copy you can visit your local branch, or you can contact us to request one on **0330 333 4000\***.

## How long we'll keep your information

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Our aim is to only keep your information for as long as we need to, so we can manage your relationship with us and meet our legal and regulatory obligations.

We usually keep your information for the whole time you have an open account or business relationship with us. We then tend to keep your information for six years afterwards.

We may securely keep information about credit applications for up to four years. This helps us to manage our lending criteria so we can continue to lend responsibly.

If you only enquire about our services we may keep your information for twelve months. We keep other types of information for different reasons and time periods. You can find out more in our privacy policy.

Sometimes it's necessary for us to keep your information for longer, perhaps in connection with a claim, to investigate a complaint or to protect our business.

## How we'll use your information

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We will use your information to manage your account, provide a service, keep you updated and to monitor communications.

We may also use your information to help detect and prevent fraud and financial crime, to meet our legal and regulatory obligations, to develop, test and improve our systems and improve your user experience.

We may also conduct internal research to improve our services for you.

You can choose to opt out of receiving research communications at any time, simply by contacting us, or by emailing [research@principality.co.uk](mailto:research@principality.co.uk)

With your consent, we would also like to use your information to contact you about products and services offered by us, our associated companies or our insurance and financial services partners. This is called direct marketing. If you choose to receive this, we will contact you in line with your preferences that you've advised us about.

You can change your preferences at any time, do this online by visiting Your Account online, contacting us or by visiting your local branch.

Please note, if you have a savings account which is due to mature or a mortgage which is reaching the end of its special deal period, we will contact you with details of other products we have available, even if you've chosen not to receive direct marketing from us. We offer this service to help you as we believe it's a service you'd expect from us.

In addition, you will receive service communications, like notices of our General Meetings if you're eligible to vote and appropriate information about your account, like terms and conditions and rate changes.

To find out more visit  
[principality.co.uk/privacypolicy](http://principality.co.uk/privacypolicy)

# Who we may share your information with

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We may share your information, without your permission with the following companies or types of companies. Please rest assured that where these are third parties we only use reputable companies and we always ensure they meet our stringent security requirements.

All companies in the Principality Building Society Group.

The personal information we have collected from you if you have applied for our services will be shared with fraud prevention agencies who will use it to prevent fraud and money-laundering and to verify your identity. If fraud is discovered, we may pass the details to fraud prevention agencies and the police. This might result in others refusing to provide you with services, finance or to give you a job.

Fulfilment or research companies who process data on our behalf, for example who send out our mailings, emails or text campaigns or who analyse data for us or conduct surveys for us.

If you are applying for a mortgage with us, we will share your information with credit reference agencies, so we can consider your application for credit.

If you have a mortgage and you fall behind on your repayments to us, this will be recorded with credit reference agencies and the details will stay on your credit records for six years. This is because we need to promote responsible lending, prevent financial crime, protect our business and meet our obligations.

If your overdue mortgage repayments reach an unacceptable level, we may need to take legal action to recover the debt via the court or other third parties. If this happens we may need to pass your personal information to the court and third parties involved in this debt recovery.

If you give us permission to, we may share your information with:

Companies offering products we think you might be interested in.

ISA providers.

Brokers, solicitors or other representatives acting on your behalf.

If a broker is helping you with a mortgage or savings application, they should give you their own privacy policy explaining how they process your information.

To find out more about how your information will be used by us and other third parties please read our privacy policy.

## Sharing data outside of the EEA

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Some of our services are provided by suppliers who are either outside the European Economic Area (EEA) or who may transfer your personal information outside

the EEA. Our contracts with these suppliers ensure that they must meet the same standards of protection as required in the EEA.

## Our ‘legal bases’ for processing your information

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Data protection law sets out various ‘lawful bases’ (or conditions) which allow us to process your personal information.

We may process your information based on your permission and to meet our contractual obligations to you.

We may process your information to meet regulatory and legal obligations. We may process your information for other legitimate interests, but we will not undermine your rights. Our privacy policy explains this in more detail.

To find out more visit  
[principality.co.uk/privacypolicy](http://principality.co.uk/privacypolicy)

## Your rights

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You have the right to ask to see the information we hold about you. This is sometimes known as a ‘subject access request’. If you feel that any of the information is wrong, you can ask us to correct it.

**You also have the right to ask us to:**

- Delete information about you (under certain situations);
- Stop using your personal information for certain purposes;

- Give you your information in a portable, transferable format; and
- Stop making decisions about you in an entirely automated way.

You can find out more in our privacy policy or by reading ‘Your Rights’ at [principality.co.uk/yourrights](https://principality.co.uk/yourrights). If you would like to use your rights, please contact us.

## Useful information

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We may make changes to our privacy policy in the future so we recommend that you regularly check our privacy policy to see if any changes have been made. We will also contact you to inform you of any significant changes we make to it.

If you have any questions just pop into your local branch or call us on **0330 333 4000\*** and we'll be happy to help.

You can also contact our Data Protection Officer at FREEPOST PRINCIPALITY BUILDING SOCIETY, no stamp required or email at [DPO@principality.co.uk](mailto:DPO@principality.co.uk)

You have the right to complain to the Information Commissioner’s Office (ICO), who is in charge of data protection in the UK. For details of how to complain to the ICO, please visit [ico.org.uk/concerns](https://ico.org.uk/concerns)

As a financial institution, we’re regulated by the Financial Conduct Authority (FCA) and the Prudential Regulatory Authority. You’ll find more details about the obligations set by our regulators at [fca.org.uk](https://fca.org.uk)

**Please note we are not responsible for external websites and associated content.**

## Electronic identification

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Electronic identification is a safe and accurate way of confirming your identity and usually avoids the need for you to supply us with any paper documents. By completing an application document, you agree to be electronically identified.

The information you give us when you apply is checked against records held by third party agencies and credit reference agencies. Such searches are not seen by lenders or used to assess your ability to obtain credit.

## If we are unable to identify you electronically

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It is not always possible to identify a person electronically. This is usually because there are insufficient data sources held centrally to provide us with the level of assurance we require. If that happens, we will need to see paper based documents, to verify your identity.

Two documents are required. One from the 'Name verification' list and one from the 'Address verification' list.

Occasionally, documents will need the approval of our management. In these circumstances, we will usually be able to inform you within three working days if your application has been successful.

## Name verification

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The following documents can be used for name verification:

Current signed UK Passport

Current signed full UK Driving licence\*  
(old paper style licence accepted also)

EU member state ID card / EU Passport

HM Revenue and Customs Tax Notification\* (under 12 months old, not self-assessment)

Non EU Passport and valid visa<sup>o</sup>

State pension or benefits document or notification from the Department of Work and Pensions (DWP) confirming the right to benefits\*  
(under 12 months old)

The following documents can be used for name verification for anyone opening an account who is 19 years old or under:

Birth Certificate / Adoption Certificate

Provisional photo-card driving licence\*

Official letter from DWP confirming National Insurance number\*

\* Documents marked with the asterisk can be used for either name or address verification but not both.

<sup>o</sup> Non EU documents must have a valid Visa.

## Address verification

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The following documents can be used for address verification:

Gas and electricity bill (under 3 months old)

Water bill (under 12 months old)

Local authority tax bill (under 12 months old)

Letter from a Government Department about your personal affairs (under 12 months old, not self-assessment)

Solicitor's letter confirming completion of house purchase or land registration together with proof of previous address (under 6 months old)

Mortgage statement (under 12 months old)

Local authority or housing association tenancy agreement (under 12 months old)

Official letters from a care or nursing home confirming residence (under 12 months old)

Bank, Building Society (savings) or credit card statement (under 3 months old and not an online print out)

The following documents can be used for address verification for anyone opening an account who is 19 years old or under:

Official letter from a school, college or university confirming attendance (Under 12 months old)

Any document from the address verification list in a parent's name providing it is the same address as the under 19 year old person.

## Important notes

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- If you've changed your name and you're providing proof of your new name, you will need to provide a marriage certificate or deed poll or decree absolute document.
  - If you are opening a Principality account for a child, you will need to provide proof of your name and address, and proof of the child's name.
  - If you are acting under a Power of Attorney you must provide identification for yourself and your principal as well as the Power of Attorney document itself.
  - Each solicitor acting on behalf of clients must provide a practicing certificate as evidence of identity for themselves and a letter on their headed paper, confirming the name and address of the client. We insist on at least two solicitors acting as signatories.
  - We will retain a copy of your documents in order to satisfy Money Laundering regulations.
  - Each document provided must be from a different source, for example we will not accept two documents from the DWP to verify both name and address.
- Copy documents will only be accepted if they are officially certified by a solicitor, a registered accountant, a bank official or an individual regulated by the Financial Conduct Authority and Prudential Regulation Authority. The copy documents must be within the date parameters shown in the tables on page 9 and 10. The wording must state "I certify that this is a true copy of the original document which I witnessed" and must include the certifier's name, address, position, employer or firm, with a signature and date.
- We will not accept the following documents in any circumstances:
1. Mobile phone bills
  2. TV Licences
  3. Documents printed from the internet or a personal computer
  4. Out of date documents
  5. Unsigned passports or driving licences
  6. P45s and P60s
  7. Counterpart to the photo-card driving licence by itself



## ONLINE

Visit us at [principality.co.uk](http://principality.co.uk) or on our social channels @principalitybs for the latest updates, including our opening hours.



## VISIT

Visit [principality.co.uk/branch](http://principality.co.uk/branch) to find your nearest branch and for our service updates.



## CONTACT US

If you would like to get in touch call us on **0330 333 4000\*** or email us at [enquiries@principality.co.uk](mailto:enquiries@principality.co.uk)



## YOUR ACCOUNT

Manage your money at home by registering for Your Account [principality.co.uk/register](http://principality.co.uk/register)

This leaflet is available in large print, Braille and audio tape on request by calling 0330 333 4000\*

- To help us maintain our service and security standards, telephone calls may be monitored and recorded.

Principality Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, reference number 155998. Principality Building Society, Principality House, The Friary, Cardiff, CF10 3FA.

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