

Important information about your personal data.

A summary of our Privacy Notice

Suffolk Building Society is a data controller of your personal information.

This means information that is about you or from which we can identify you.

Further information of the type of information that this policy applies to is detailed below.

This Privacy Notice explains how we use any personal information we collect about you. When we use terms such as we, us and our in this notice, we mean Suffolk Building Society.

Our Data Protection Officer, Nigel Nicholls, can be contacted at any time including if you have any queries about this Privacy Notice or wish to exercise any of the rights mentioned in it. You can contact the Data Protection Officer in writing at the address opposite or by email.

Suffolk Building Society is committed to protecting and respecting your privacy. This policy, together with any other documents referred to within, sets out the basis on which we will process any personal data that we collect from you, or that you provide to us.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

This document is an abridged version of our full Privacy Notice. A complete copy of the Privacy Notice can be found on our website at www.suffolkbuildingsociety.co.uk, or is available in all our branches.

What information do we collect about you?

This will depend on the products or services you apply for and (if your application is successful) obtain from us. We collect different information depending on whether it is related to a mortgage or savings account. Lists of the information we collect are contained in the full Privacy Notice. We will generally collect your personal information from you directly. If you are introduced to us by a broker or intermediary, we will obtain some personal information about you indirectly from them when they introduce you to us. We also collect information when you voluntarily complete customer surveys, provide feedback and participate in competitions.

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We obtain personal information from other third party sources such as Fraud Prevention Agencies, Credit Reference Agencies, or other organisations to assist in the prevention and detection of a crime. Some of the information available from Credit Reference Agencies will have come from publicly available sources. The organisations have their own Privacy Notices. Links to these are available on our website.

If you make a joint application with your spouse, partner or family member, we will also collect personal information about that person. You must show this Privacy Notice to the other applicant and confirm that they are happy with it. If a third party is related to your application (i.e. guarantor or power of attorney) that person will see this Privacy Notice when we make contact with them.

How will your information be used?

We collect information about you to assess the suitability of our products or services, verify your identity and if you agree, to contact you via your chosen methods about other products and services we think may be of interest to you. We will also use your information for processing which is necessary to perform our contract with you or for taking steps prior to entering into it. A full list of all processing carried out is listed in the full Privacy Notice. We will also use your personal data when we consider that on balance it is appropriate for us to

do so for legitimate interests. A full list of those legitimate interests is shown on the full Privacy Notice but includes things such as administration of your account.

We will also use this information to notify you of changes to our services.

Suffolk Building Society will not share your information for marketing purposes with any companies outside of Suffolk Building Society. Your information may be passed onto one of our carefully selected partners for certain services but only if you expressly consent.

Do you have to provide your personal information to us?

We are unable to provide you with a mortgage or savings product, or to process your application without having personal information about you. Your personal information is required before you can enter into the relevant contract with us, and is required during the life of that contract, or it is required by certain laws that apply to us. If we already hold some of the personal information that we need, for instance if you are already a customer, we may not need to collect it again when you make your application.

Marketing

Suffolk Building Society takes your privacy seriously and will only use your information to administer your account and to provide the products and services that you have requested from us. However, from time to time we would like to contact you with details of other

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products or services that we provide. We will ask to you to complete a form setting out your marketing preferences. You have a right at any time to change those preferences or ask us to stop contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please contact any of our branches or call, write or email us. See 'How to contact us' below.

Transfer of Personal Data

We are based in the UK but sometimes your personal information may be transferred outside the UK or the EEA. If it is processed within the EEA then it is protected by European data protection standards. We will make sure that suitable safeguards are in place before we transfer your personal information to countries outside the EEA.

Monitoring of your Personal Data

We may monitor where permitted by law and will do this where the law requires it. In particular, where we are required by the Financial Conduct Authority regulatory regime to record certain telephone lines. Telephone calls between us and you may be recorded to make sure that we have a record of what was discussed and your instructions and for quality control and staff training purposes.

We will retain your personal information in accordance with our retention periods. A copy of the retention periods can be found in the full Privacy Notice.

You have the right to complain to the Information Commissioner's Office which enforces data protection laws: <https://www.ico.org.uk>

Other websites

We have mentioned that we share your personal information with Fraud Prevention and Credit Reference Agencies. This Privacy Notice only applies to the Suffolk Building Society website (www.suffolkbuildingsociety.co.uk), so when you link to other websites you should read their own Privacy Notices.

Changes to our Privacy Notice

We keep our Privacy Notice under regular review and we will place any updates on our website at www.suffolkbuildingsociety.co.uk

How to contact us

Please contact us if you have any questions about our Privacy Notice or information we hold about you:

- Phone 0330 123 0723
- Write to Suffolk Building Society, Freehold House, 6-8 The Havens, Ransomes Europark, Ipswich, Suffolk IP3 9SJ
- Email dpo@suffolkbuildingsociety.co.uk

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Your Rights

Here is a list of the rights that all individuals have under data protection laws. They do not apply in all circumstances. Full details of each individual right is included in the full Privacy Notice.

- The right to be informed about the processing of your personal information
- The right to have your personal information corrected if it is inaccurate and to have incomplete information completed. If you need to update your personal information please contact us
- The right to object to processing of your personal information
- The right to restrict processing of your personal information
- The right to have your personal information erased
- The right to request access to your personal information and to obtain information about how we process it. Subject Access requests can be made in writing addressed to the Data Protection Officer or via email to dpo@suffolkbuildingsociety.co.uk
- The right to move, copy or transfer your personal information
- Rights in relation to automated decision making which has a legal effect or significantly affects you.



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**Suffolk Building Society, Freehold House, 6-8 The Havens,
Ransomes Europark, Ipswich, Suffolk IP3 9SJ**

0330 123 0723

hello@suffolkbuildingsociety.co.uk

suffolkbuildingsociety.co.uk

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