

Collecting special category and sensitive data.

So that we can help with your own situation, we may occasionally need to ask for some personal details that may seem sensitive. As an example, these could include questions about your health or personal circumstances.

We will only ask for this information when we need to and will use it to understand and accommodate any needs that you might have, for example, if you could benefit from a member of our staff taking time to go through and understand any issues around your health, memory, any caring responsibilities or any other challenges which you may currently be facing.

This information is known as special category data and we process this so that we can understand your specific circumstances and provide you with the service or any additional support that's needed.

In some cases we may use this information to make decisions as to how we contact you as part of your relationship with us. As an example, you may ask us to send information to you in large print.

We will ask for your consent when collecting this information and it will be explained to you when we ask for that explicit consent, what purposes, sharing and use it is for.

We will only disclose this special category data when we have your authority to do so.

You have the right to withdraw your consent to us recording special category data at any time. You can find out more about this and your other rights in our Privacy Notice which is available on our website at www.suffolkbildingsociety.co.uk or at any of our branches.

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