

WHAT INFORMATION WE NEED TO KNOW ABOUT YOU AND WHY

Hello!

Newbury Building Society looks after people's money safely for them. This is called savings. When we look after your money, we open a savings account for you. To do this we need to know your 'personal details'.

Personal details are things like your **name**, your **age** and where you **live with your family**. We need this information to keep your money safe and just like your money, we keep your personal details safe too.

What information do I need to tell you if I have a savings account?

When you open a savings account to put your money into, we will need you to answer questions like these:

- 1 What is your first name and surname (second name)?
- 2 Where do you live?
- 3 What is your home telephone number?
- 4 How old are you?
- 5 When is your birthday?
- 6 How many savings accounts do you have?

We will also need your parent or guardian to show us 'proof of your identification', this could be your passport or birth certificate and something to show where you live, such as a letter from your school. We will take a copy of these and keep them safe. We do this to help us keep your money safe and so no-one else can ask to give it to them.

All of this information will be looked after safely and securely.

Do I have to answer these questions?

Yes. We need to know this information about you so we know which savings are yours and so that we can contact you about your savings if we need to. The answers you give us are kept top secret!

What if anything changes?

Please tell us. For example - if you move house, we would like to know. You can visit your local branch with your parent or guardian to let us know what your new address is. Sometimes we might need to write to you about your savings account, so we need to send your letter to the right house!

Do you show my information to anyone else?

We promise not to show your personal details to anyone unless we have to. Sometimes, other adults will need to check your account is working properly. They are called auditors. That's OK, auditors also have to keep your details secret and they are checking that everything is right with your account.

When you are an adult (at 18 years old), and if you still have savings in an account with us, we will need to share your information with people called 'Credit Reference and Fraud Prevention Agencies'. We will tell you more about this when you are older, but don't worry, they are there to help us protect your money.

Where do you keep my information?

Your information is kept within our locked cupboards and on a top secret computer. The information on the computer will mostly stay in the United Kingdom. If your computer details go further abroad we make sure it is still kept safe!

How long do you keep my information for?

We will keep hold of your information for five years after you take your money out and close all of your savings accounts. We will then delete your information shortly after that time so no one will ever see it.

How do I know what information you have about me?

If you want to you can:

- 1 Ask us what information about you we have
- 2 Tell us if any of the information about you is wrong and ask us to correct it
- 3 Ask us to erase your data if we shouldn't have it

If I have a question about this who can I ask?

Talk to us, or ask your parents or guardian to call us on 01635 555700, or visit one of our friendly branches.