

Friend and family – customer communication testing scheme



Terms and conditions

1. Friends and Family testing scheme' pays the referred friend or family member a £5 Amazon voucher when the referred friend or family member completes a customer communications review (as sent by the Service Communications Business Partner/Marketing Department).
2. The Newbury Building Society friend or family member must:
 1. Be 18 years or older
 2. Be referred by an existing employee of Newbury Building Society
 3. Complete and submit a 'Friend and Family sign-up form.'
3. By completing the 'Friend and Family sign-up' form, the friend/family member is happy to share their personal details such as full name and email address with Newbury Building Society for the purpose of the scheme. No other personal information will be disclosed by Newbury Building Society to any other party.
4. The information provided will solely be used for the purpose of the 'Friends and family customer communications testing scheme' and will be immediately destroyed on completion of the scheme or if the Friend/Family member wishes to opt out of the scheme.
5. The Friends and Family member can opt out of the scheme at any time by contacting marketing@newbury.co.uk or by requesting this through their friend/family member who is employed at the Society. They can also request to skip a test if they wish by reply to the invite email.
6. The Friends and Family member will be asked how many documents they would be prepared to test, however there will be a maximum of 3 per calendar year.
7. Newbury Building Society complies with the General Data Protection Regulation (GDPR) and any other applicable data protection legislation. Our Privacy Notice sets out the basis on which any personal data we collect

from you, or that you provide to us, will be treated. The latest version is available [here](#), in any of our branches or by calling us on 01635 555700.

8. Newbury Building Society accepts no responsibility for any damage, loss, liability, injury or disappointment incurred or suffered as a result of signing up to the 'Friends and Family customer communications testing scheme'.
9. There is no limit to how many friends or family members can be referred by each employee. However, the £5 Amazon voucher will only be paid on completion of each communication testing questionnaire that is sent out to the employee's friends/family member (maximum 3 per annum).
10. Testing questionnaires are sent out by email.
11. Each £5 Amazon voucher will be sent within 30 working days from the completion of the test questionnaire. The voucher will be sent as an 'E-voucher'.
12. Newbury Building Society reserves the right to amend or withdraw this scheme at any time without notice.
13. Participants are deemed to have accepted and agree to these terms and conditions on completing and submitting the sign-up form. Newbury Building Society reserves the right to refuse to make the reward payments to anyone in breach of these terms and conditions.
14. The promoter of this scheme is Newbury Building Society.