

CHILDREN'S PRIVACY NOTICE

(Last updated on 25 August 2021)



This privacy notice describes how the Harpenden Building Society will look after your personal information. This is a shortened version of the full privacy notice that is available on our website:

www.harpendenbs.co.uk/privacy

WHAT PERSONAL INFORMATION DO WE WILL COLLECT?

The information we will collect will include your:

- Name and date of birth
- Where you live and how we can contact you, and
- Birth Certificate and other documents that help us identify you and where you live.

We will collect the information from:

- The information you provide to us when enquiring about or applying for a savings account
- When you contact us on the phone or in the branches, and
- Where you take part in any of our competitions.

We will not send you any material about other savings accounts or anything else. When you open an account with the Society after you are aged 18, we will ask you then if you are happy to receive material about other accounts and products.

WHY WE COLLECT YOUR PERSONAL INFORMATION?

We must collect this information to:

- Give you information about your savings account
- Make sure that no one else can access your money
- Help you make best use of your savings account
- To make sure that everything we do is lawful, and
- To make sure that we can run the Society so that we can continue to provide your savings account year after year.

WHO WILL WE SHARE YOUR PERSONAL INFORMATION WITH?

We will only share this information with:

- The Government – to explain that you are under the age of 18
- An organisation that gives you back your money if the Society can't (Financial Services Compensation Scheme), and
- Organisations that prevent others stealing your money.

HOW WILL WE USE YOUR PERSONAL INFORMATION?

We will only use your personal information to:

- Help you access your money in your savings account
- Identify who you are when you contact us by phone or in a branch, and
- Check if anyone else tries to steal your money.

HOW LONG WE WILL KEEP YOUR PERSONAL INFORMATION?

We will keep your personal information for as long as you have a savings account with us. After this, we will keep for a further 6 years to be lawful and so we can answer any questions you may have at a later date.

HOW CAN YOU ACCESS YOUR PERSONAL INFORMATION?

You can access your personal information by writing to us or asking at your local branch.

WHAT RIGHTS DO YOU HAVE OVER YOUR PERSONAL INFORMATION?

You have the right to ask us to:

- Tell you about how we deal with your personal information
- Correct your personal information if it is wrong
- Stop, or restrict our processing of your personal information
- Delete your personal information, and
- Have a copy of your personal information.

CONTACT US

If you have any questions about how the Society processes your personal information, or wish to make a complaint about this, please email the Society's Data Protection Officer at privacy@harpendenbs.co.uk or phone on 01582 765411, or write to:

The Data Protection Officer
Harpenden Building Society
Mardall House
9-11 Vaughan Road
Harpenden
Hertfordshire AL5 4HU

If you are not satisfied with the handling of a complaint by the Society, you can also make a complaint to the Information Commissioner's Office at: ico.org.uk.

Harpenden Building Society is authorised for investments by Trustees and is a member of the Building Societies Association. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Firm reference number: 157260

Telephone calls are recorded and may be monitored for regulatory and training purposes to help maintain service quality.

Head Office: Harpenden Building Society, Mardall House, 9-11 Vaughan Road, Harpenden AL5 4HU Tel:01582 765411 Fax: 01582 462673