

# YOUR PERSONAL INFORMATION – WHY WE NEED IT AND HOW WE USE IT

 HI

## PRIVACY NOTICE FOR YOUNG CUSTOMERS (13-16 YEARS OF AGE)



It's Chelsea Building Society here. We're really pleased you're saving with us.

As well as telling us which account you've chosen and the amount of money you'd like to save, we need to ask you for some personal information.

The information we need is straightforward, but essential, and means we can always be sure we're only ever talking to you, or the people who look after you, about your savings. We take great care of your information.

### What kind of information do we need?

We'll ask you for:

- Your name
- Your address
- Your date of birth
- Nationality
- Your email address
- Your contact numbers
- The names of your parent or guardian
- Identification documents like your passport or birth certificate.

Sometimes we might need to collect information from you or your parent or guardian that's more sensitive. This could, for example, be about your health. We'll only do this if we genuinely need it to help you manage your money and only when you or your parent or guardian have agreed that we can.

### When do we ask for this information?

We'll ask for this information when you open your account.

### Who do we ask?

We're happy for you to let us have the information, but if the account is being opened for you or you'd prefer your parent, guardian or another member of your family to do it on your behalf, that's fine too.

### Why do we collect your information?

We'll only ever ask for information about you when there's a really good reason. This could be because:

- We need to open your account and provide the service that comes with it.
- We need it so we can follow any laws about looking after your money.
- You or your parent or guardian have already agreed it's OK for us to use it.
- And sometimes we just need the information. We'll only ever ask if we believe it's important for us to have the detail and it's fair to you too.

### How do we use your information?

Even though the special information we ask for is very simple, it helps us do lots of things like:

- Making sure it's you if you get in touch to ask us to do something.
- Looking after your account and making sure you can manage your money.
- Helping you keep your money safe and protecting you from fraud.
- Keeping you up to speed about the accounts or services you have with us.
- To make sure we do everything the law says we should.
- We'll even invite you to take part in the competitions we sometimes run!

If you'd like to know more about the information we collect and use, you'll find the full version of our privacy notice at [thechelsea.co.uk/privacy](https://thechelsea.co.uk/privacy)

### Will you share my personal information?

We'll only share your information when we really need to. This could be with your parent or guardian, or sometimes we share it with other companies who help us look after your account.

### How long will you keep my personal information?



We don't keep your personal information forever, just as long as we're helping you with your savings, then for **15** years after that. We do that just in case you want to get in touch with us again.

### Can I tell you how I want you to use my personal information?

**YES** Of course! You have just the same rights as adults about how your information is used. It's about you and belongs to you.

You can ask us:

- The type of information we collect about you and how we use it.
- For a copy of the information we have about you.
- To correct your information if it's wrong.
- To delete your information— though we can't always do this straightaway as we may have to keep it for legal reasons.
- To stop using your information. This would mean we wouldn't be able to help you look after your money though.
- To move your information somewhere else, for example to another building society.

### Is there someone at Yorkshire Building Society I can speak to if I'm not happy with any of this?



We have a Data Protection Officer who checks that we're doing the right things with your information. If you're unhappy about how we're using it or think we've done something wrong, you or your parent or guardian can get in touch with them.

You can contact them by email or post:



dpo@ybs.co.uk



Data Protection Officer,  
Yorkshire House,  
Yorkshire Drive,  
Bradford,  
West Yorkshire, BD5 8LJ

### What can I do if I'm still not happy?

If you're still not happy, you or your parent or guardian can tell the Information Commissioner's Office. The Information Commissioner isn't part of Chelsea Building Society and looks out for us all by making sure your information is kept safe and used properly.

If you'd like to know more about the Information Commissioner, you can read about them at [ico.org.uk](http://ico.org.uk)

### This is just the start...



We hope that explains why we ask you for your personal information. But most of all, we hope you'll enjoy saving with us!

Head Office: Yorkshire House, Yorkshire Drive, Bradford BD5 8LJ.

Dx No. 11798 Bradford. [ybs.co.uk](http://ybs.co.uk)

Yorkshire Building Society is a member of the Building Societies Association and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Yorkshire Building Society is entered in the Financial Services Register and its registration number is 106085.

All communications with us may be monitored / recorded to improve the quality of our service and for your protection and security. Calls to 0800 numbers are free of charge from a landline or a mobile. Calls to 03 numbers are charged at the same standard network rate as 01 or 02 landline numbers, even when calling from a mobile.

For large print, braille or audio communications please visit us in branch or call us on **0345 1200 100**.