

YOUR SPECIAL INFORMATION – HOW WE USE IT AND WHY WE NEED IT

**HELLO**

PRIVACY NOTICE FOR YOUNG SAVERS UP TO 12



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 some special information about you. We look after this very carefully.

The information we ask for is straightforward, but means we can always be sure we're only ever talking to you, or the people who look after you, about your savings.

What do we ask for?

We'll ask 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.

When do we ask for this information?

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

Who do we ask?

As your parent or guardian will probably be helping you open your account, we'll ask them for the special information about you.

If another member of your family – someone like your grandparent – is opening the account for you, we'll ask them for the information.

Why do we ask for information about you?

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



- To help you and your parent or guardian open your account and take care of your money.
- So that we can follow any laws about looking after your money.
- Sometimes it's just important for us to have the information. We'll only ever ask for it if it's fair to you too and you or your parent or guardian have already said it's OK for us to use it.

How do we use your information?

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

- Make sure it's really you when you get in touch and to help you look after your account.
- To help you and your parent or guardian pay in and take out money from your account.
- Help you keep your money safe and protect you from fraud. That's when someone tricks another person to get something they're not supposed to have.
- We'll even invite you to take part in the competitions we sometimes run!





Will you share my special information?

We 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.

Can I tell you how I want you to use my special information?

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

You can ask to see a copy of the information we have about you at any time. Your parent or guardian will be able to help with this. If anything's wrong, you can ask us to put it right.

You can even say you'd like us to stop using it. This would mean we wouldn't be able to help you look after your money though.

How long will you keep my special information?



We don't keep your special 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.

Our printed material is available in alternative formats e.g. large print, braille or audio. Please contact us on **0345 7446 622**.

Chelsea Building Society and the Chelsea are trading names of Yorkshire Building Society. 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. Principal Office: Yorkshire House, Yorkshire Drive, Bradford BD5 8LJ.

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

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 use it or think we've done something wrong, you can ask your parent or guardian to help you get in touch with our Data Protection Officer.

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 our special 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

Like to know more?



If you'd like to find out more, you can ask your parents or guardian to help you with this. They'll find the information they need in our main privacy notice.

We hope you'll enjoy saving with us!

