


# How we use your information

For our members and customers aged 13-17.

## What information do we collect?

Nationwide provides services to help you look after your money. To do this, we need to collect and use your personal information.



**That's things like:**

- your name
- who your parent or guardian is
- where you live
- your age
- your account number (that's the number we give just to you for your money)
- whether you come into our branch, or call us
- if and how you use our Banking app and what device you use

When we collect your personal information, we must follow rules to make sure you know how we'll use your information and that we're being fair.






If you need any help reading this, or you don't understand something, you should speak to your parent or guardian. We've also got shorter and longer versions at [nationwide.co.uk/privacy](https://nationwide.co.uk/privacy) if you'd prefer those.

## Where do you get my information from?

We collect information about you when your account is opened or when you use our services. Your parent or guardian may give us information too. Sometimes we get information from someone else, like another building society, or bank.

## Why we collect and use your information

We do this so we can:

-  Make sure we know who you are.
-  Make sure you can manage your money with us, like pay money in, save money, spend it, have a bank card, and get hold of your money online
-  Keep your money safe and protect you from fraud (where someone pretends to be you, so they can trick you out of your money).
-  Follow the rules around how you're able to manage your money.
-  Give you the best service we can and make sure you stay happy with us looking after your money.

We always need to have a good reason for using your information – it's called a 'legal basis' and can be because:

- we need it to provide you with our services
- we need to follow the rules about looking after your money
- we believe it's the right thing to do and it's fair to you
- you've agreed for us to use it.

# How we use your information

## Continued...

We'll keep your information for as long as we look after your money, plus another six years. Sometimes computers do the work for us to help us keep your money safe. This is known as 'automated decision making'.

### This includes:

1. checks to protect you and all of our members from fraud
2. checks when you get older to see you're able to have the product or service you have asked for.

## Sensitive information

We have to be really careful when we, or our partners, collect more sensitive information and only collect this when you agree or when we have to follow the rules when looking after your money.



### For you, that's things like:

- Making sure it's really you by checking your facial features match a selfie of you when you change the device you usually access the Mobile Banking app with.
- Making sure it's really you by checking your facial features match a selfie of you and your passport when you apply online for a product.
- Keeping your money safe when you manage your money online by learning if it really you and not someone trying to trick you.
- Asking for information about your health, so we can make sure your account and services meet your needs.

## When do you share my information?

We share your information to help make sure we give you the best service we can. Sometimes rules mean we have to share your information to help keep you and your money safe. This could be with companies that help protect us all from fraud, and allow us to help you look after your money. We could also sometimes share your information with your parent or guardian.

## What can I ask about my information? Can I see it?

Because it's all about you, the rules protecting your information sometimes mean you have a say in how it's used.

### You can ask:

- to see a copy of it and ask us to send it to another building society or a bank
- us to stop doing something with your information
- for a human to review something when a computer helps us with something really important
- to delete your information when we don't need it any more
- us to correct something that's wrong.

You can ask us by speaking to someone in one of our branches, on the phone or visit **[nationwide.co.uk/privacy](https://nationwide.co.uk/privacy)**. We promise if you ask us to do something, we'll come back to you within a month.

Also, there is an **Information Commissioner**. They make sure Nationwide follows the rules to protect your information. If you want to, you can **get in touch with them here**.



You can find out more about your rights and how we use your information at **[nationwide.co.uk/privacy](https://nationwide.co.uk/privacy)**

