

How long do we keep your information?

Your relationship with Nationwide	How long we hold your information for
You are interested in taking out a product with us.	We'll keep the information we have collected between 18 months and 6 years, depending on the stage in the application process you are at (e.g. whether you chose not to open your account with Nationwide but we have completed a credit check against you).
You are a customer or member.	We'll keep the information we hold about you as long as you are a customer or member. There may be times when we don't need certain pieces of information about you while you're a member, such as data we collect and use about you when developing our products and services.
You used to have an account with us but it's closed now.	For most products and services, your information will be retained for 6 years following the closure of your accounts. If you have had a mortgage with Nationwide, your information will be retained for 12 years following the redemption of your mortgage. This is so Nationwide can comply with its regulatory obligations.

Just so you know: Sometimes, due to legal and regulatory obligations, or for technical reasons, we'll need to keep your personal information for longer periods of time. For instance, when completing modelling and statistical analysis for our mandatory reporting requirements.