



Digital Identity Service Smart Card Renewal

FREF 132411

Guidance notes

Please complete and return this form by email to grpbacscor@lloydsbanking.com

Please write clearly in the white spaces with capital letters or cross the boxes as appropriate.

1. Service User details

Your organisation's account held with us:

Branch sort code

Branch account number

Account name

Service User Number

Service User Name

2. Details of expiring card

Contact's first name (maximum 25 characters)

Contact's surname (maximum 25 characters)

Contact ID (maximum 18 characters)

3. Delivery Address

Please complete Smart Card issuance address (the Smart Card must be delivered directly to the named card holder).

First line of address

Second line of address

Third line of address

City or Town

County

Post code

Contact e-mail address (maximum 30 characters)

4. Personal and business information and Lloyds Banking Group

4.1 Use of business information

When businesses apply for, or hold, products or services provided by us, we may acquire and process information relating to the business as well as personal data of individuals associated with the business. More information about how we use business information is available at www.bankofscotland.co.uk/businessprivacy

4.2 Privacy notice

Who looks after your personal information

Your personal information will be held by Bank of Scotland plc which is part of the Lloyds Banking Group. More information on the Group can be found at www.lloydsbankinggroup.com

How we use your personal information

We will use your personal information:

- ▶ to provide products and services, manage your relationship with us and comply with any laws or regulations we are subject to (for example the laws that prevent financial crime or the regulatory requirements governing the products we offer).
- ▶ for other purposes including improving our services, exercising our rights in relation to agreements and contracts and identifying products and services that may be of interest.
- ▶ To support us with the above we analyse information we know about you and how you use our products and services, including some automated decision making. You can find out more about how we do this, and in what circumstances you can ask us to stop, in our full privacy notice.

Who we share your personal information with

Your personal information will be shared within Lloyds Banking Group and other companies that provide services to you or us, so that we and any other companies in our Group can look after your relationship with us. By sharing this information it enables us to better understand our customers' needs, run accounts and policies, and provide products and services efficiently. This processing may include activities which take place outside of the European Economic Area. If this is the case we will ensure appropriate safeguards are in place to protect your personal information. You can find out more about how we share your personal information with credit reference agencies below and can access more information about how else we share your information in our full privacy notice.

Where we collect your personal information from

We will collect personal information about you from a number of sources including:

- ▶ information given to us on application forms, when you talk to us in branch, over the phone or through the device you use and when new services are requested.
- ▶ from analysis of how you operate our products and services, including the frequency, nature, location, origin and recipients of any payments.
- ▶ from or through other organisations (for example card associations, credit reference agencies, insurance companies, retailers, comparison websites, social media and fraud prevention agencies).
- ▶ in certain circumstances we may also use information about health or criminal convictions but we will only do this where allowed by law or if you give us your consent.
- ▶ You can find out more about where we collect personal information about you from in our full privacy notice.

Do you have to give us your personal information

We may be required by law, or as a consequence of any contractual relationship we have, to collect certain personal information. Failure to provide this information may prevent or delay us fulfilling these obligations or performing services.

What rights you have over your personal information

The law gives you a number of rights in relation to your personal information including:

- ▶ the right to access the personal information we have about you. This includes information from application forms, statements, correspondence and call recordings.
- ▶ the right to get us to correct personal information that is wrong or incomplete.
- ▶ in certain circumstances, the right to ask us to stop using or delete your personal information.

- ▶ the right to receive any personal information we have collected from you in an easily re-usable format when it's processed on certain grounds, such as consent or for contractual reasons. You can also ask us to pass this information on to another organisation.

You can find out more about these rights and how you can exercise them in our full privacy notice.

Other individuals you have financial links with

We may also collect personal information about other individuals who you have a financial link with. This may include people who you have joint accounts or policies with such as your partner/spouse, dependents, beneficiaries or people you have commercial links to, for example other directors or officers of your company.

We will collect this information to assess any applications, provide the services requested and to carry out credit reference and fraud prevention checks. You can find out more about how we process personal information about individuals with whom you have a financial link in our full privacy notice.

How we use credit reference agencies

In order to process your application we may supply your personal information to credit reference agencies (CRAs) including how you use our products and services and they will give us information about you, such as about your financial history. We do this to assess creditworthiness and product suitability, check your identity, manage your account, trace and recover debts and prevent criminal activity.

We may also continue to exchange information about you with CRAs on an ongoing basis, including about your settled accounts and any debts not fully repaid on time, information on funds going into the account, the balance on the account and, if you borrow, details of your repayments or whether you repay in full and on time. CRAs will share your information with other organisations, for example other organisations you ask to provide you with products and services. Your data will also be linked to the data of any joint applicants or other financial associates as explained above.

You can find out more about the identities of the CRAs, and the ways in which they use and share personal information, in our full privacy notice.

How we use fraud prevention agencies

The personal information we have collected from you and anyone you have a financial link with may be shared with fraud prevention agencies who will use it to prevent fraud and money laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance or employment. Further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights, can be found in our full privacy notice.

How we share personal information about insurance products

If you apply to us for insurance, we may pass your details to the relevant insurer and their agents. If a claim is made, any personal information given to us, or to the insurer, may be put onto a register of claims and shared with other insurers to prevent fraudulent claims.

Our full privacy notice

It is important that you understand how the personal information you give us will be used. Therefore, we strongly advise that you read our full privacy notice, which you can find at www.bankofscotland.co.uk/businessprivacy or you can ask us for a copy.

How you can contact us

If you have any questions or require more information about how we use your personal information please speak to your usual bank contact in the first instance.

If you feel we have not answered your question Lloyds Banking Group has a Group Data Privacy Officer, who you can contact on 0345 602 1997 (+44 1733 347 007 from outside the UK) and tell us you want to speak to our Data Privacy Officer.

Version Control

This notice was last updated in May 2022.

5. Applicant sign off

I wish to continue using the Digital Identity Service on behalf of the company/
organisation in compliance with the prevailing terms and conditions at:
<https://business.bankofscotland.co.uk/commercial-terms/pki-agreement.html>

Applicant signature

6. Signing authority

Please check the information provided in this form is correct. By signing this form you confirm receipt of the Product & Services Terms & Conditions and/ or other relevant terms and conditions or instructional material, including The Service Users Guide and Rules to the Direct Debit Scheme, The Service Users Guide and Rules to the Bacs Direct Credit Scheme as applicable, the PKI agreement and agree to be bound by these, together with the Relationship Terms & Conditions and General Information On Payments, Charges & Contacts (as applicable).

Further copies of the Core Banking Agreement are available on our Website <https://business.bankofscotland.co.uk/commercial-terms/core-banking-agreement.html> or on request from your relationship team.

Further copies of other terms and conditions are available on our Website <https://business.bankofscotland.co.uk/> or on request from your relationship team.

This form is signed in accordance with the Electronic Banking clause of your Bank Mandate or in accordance with a specific Electronic Banking board resolution.

Please contact your relationship team if you require a specimen Electronic Banking Board Resolution.

I authorise the above applicant to act on behalf of the previously noted Company/Organisation in Section 2.

First Bank Mandate signature

Title Mr Mrs Miss Ms Other (please specify)

First name

[illegible]

Last name

[illegible]

I authorise the above applicant to act on behalf of the previously noted Company/Organisation in Section 2.

Second Bank Mandate signature

Title Mr Mrs Miss Ms Other (please specify)

First name

Last name

Our service promise

If you experience a problem, we will always try to resolve it as quickly as possible. Please bring it to the attention of any member of staff. Our complaints procedures are published at bankofscotland.co.uk/business/contactus

Please contact us if you would like this information in an alternative format such as Braille, large print or audio.