

Bank of Scotland Business Finance Assistant Data Protection Notice

Your personal and business information will be held by Bank of Scotland plc which is part of Lloyds Banking Group and shared within the Group and with other companies that provide services to us so that we can look after your relationship with us.

Data Protection law says that we are allowed to use personal information only if we have a proper reason to do so. This includes sharing it outside Lloyds Banking Group. We will use your personal and business information so that you can use the Bank of Scotland Business Finance Assistant and we can:

- ▶ fulfil our contract with you;
- ▶ comply with our regulatory obligations; and
- ▶ use your personal and business information where it is in our legitimate interest to do.

In certain circumstances, we may also ask for consent to process your personal and business information.

When we have a business or commercial reason of our own to use your information, this is called a 'legitimate interest'. Even then, it must not unfairly go against your interests. These legitimate interests include:

- ▶ managing our relationship with you or the business;
- ▶ developing and carrying out marketing activities;
- ▶ studying how our customers use products and services from us and other organisations; and
- ▶ communicating with you about our products and services.

The personal information that we will collect in relation to the provision of the Bank of Scotland Business Finance Assistant includes:

Employees
 Customers
 Potential Customers
 Suppliers
 Authorised Agents
 Contractors
 Sub-Contractors
 Contacts
 Regulatory Bodies

The processing concerns the following categories of Personal Data:

Member ID
 Data required to set up Member ID e.g. name, address, email, account no. and sort code
 Contact information
 Customer History
 Contract Billing and Payments
 Key Contract data

We may place the business in groups with similar customers. These are called customer segments. We use these to study and learn about our customers' needs, and to make decisions based on what we learn. This helps us to design products, services and offers for different customer segments, and to manage our relationships with them. It also helps us tailor the marketing that we send or that is shown on our own and other websites and mobile apps, including social media.

For more information about your rights over your personal information and how this is used is detailed in our Data Privacy Notice

business.bankofscotland.co.uk/business-home/legal/personal-and-business-data.html

You should also read our Cookies Policy. It explains how we use cookies and other software that collects data while you use our website and applications www.bankofscotland.co.uk/securityandprivacy/cookies.html

In order to provide the Bank of Scotland Business Finance Assistant we will allow our payments provider, Token.io Ltd, access to your personal and business information. To view Token.io's privacy policy, please visit: token.io/privacy

The Bank of Scotland Business Finance Assistant is hosted by Inventime SAS (trading as 'OneUp') and provided on OneUp's platform. OneUp accesses your personal and business information under Bank of Scotland's instructions solely to provide the platform. OneUp is subject to strict security requirements.

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 business.bankofscotland.co.uk/business-home/contact-us/complaints-procedure

If you'd like this in another format such as large print, Braille or audio CD please contact us.

If you have a hearing or speech impairment you can use Relay UK. More information on the Relay UK Service can be found at www.relayuk.bt.com

Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service. Please note that any data sent via email is not secure and could be read by others. Bank of Scotland plc. Registered Office: The Mound, Edinburgh EH1 1YZ. Registered in Scotland No. SC327000.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Registration number 169628.

We adhere to The Standards of Lending Practice, which are monitored and enforced by the LSB www.lendingstandardsboard.org.uk

Eligible deposits with us are protected by the Financial Services Compensation Scheme (FSCS). We are covered by the Financial Ombudsman Service (FOS).

Please note that due to FSCS and FOS eligibility criteria not all business customers will be covered.

Lloyds Banking Group includes companies using brands including Lloyds Bank, Halifax and Bank of Scotland and their associated companies. More information on Lloyds Banking Group can be found at lloydsbankinggroup.com

Information correct as at: March 2021.

