

Account amendment form

Please fill in the form using block capitals and black ink. Tick any boxes which apply.

Santander can provide literature in alternative formats. The formats are: large print, braille and audio CD. If you'd like to register to receive correspondence in an alternative format please visit [santander.co.uk/alternativeformats](https://www.santander.co.uk/alternativeformats). For more information, ask us in branch or give us a call. If you are deaf, have hearing loss or speech loss, please use Relay UK at [relayuk.bt.com](https://www.relayuk.bt.com). This is a free service that can help you communicate over the phone. If you're using British Sign Language (BSL) and would like to use video relay, you can learn more at [santander.co.uk](https://www.santander.co.uk) by searching 'accessibility'.

What's this form for?

This form lets you:

- Change the way we pay you interest on your account.
- Change the way you take money out of your account.
- Transfer an account to another person or other people.
For example, a trustee signing over an account to the beneficiary.

If you want to change the way your interest is paid, and you're the only person who has to sign for your account, you don't need to use this form. Just tell a member of staff, and they'll make the change for you. If the account needs 2 or more signatures, this is the form to use.

If you need to tell us that you've moved house or changed your name (whether by marriage, deed poll or common usage), please don't use this form. Ask for a Change of Details form in any branch or call **0330 9 123 123**. This form is also available on our website.

Filling in this form

Fill in part 1 to give us your details and then the relevant part (2, 3 or 4) to make the needed changes to your account. Read the Data Protection Statement and declaration (parts 5 and 6) before signing part 7.

When you've filled in this form, please call **0330 9 123 123** to make an appointment in branch. Or, you can send it back to us: Santander, Sunderland SR43 4FY.

1 Tell us about you

First customer

Santander account number

Title: Mr ☐ Mrs ☐ Ms ☐ Miss ☐

Other (please specify)

First name

Middle name

Surname

Date of birth

Home address (UK only)

Country of birth

Country of fiscal residence (i.e. the country in which you are currently resident and employed)

Countries in which you pay tax. Please list all countries.

Second customer

Santander account number

Title: Mr ☐ Mrs ☐ Ms ☐ Miss ☐

Other (please specify)

First name

Middle name

Surname

Date of birth

Home address (UK only)

Country of birth

Country of fiscal residence (i.e. the country in which you are currently resident and employed)

Countries in which you pay tax. Please list all countries.

4 Changing ownership (continued)**First customer**

Home address

Postcode

How long have you lived at this address?

Y	Y	M	M
---	---	---	---

If you've lived here for less than 3 years, please give all the addresses you've lived at in the past 3 years. If there's more than 1 address, please write this on another sheet.

Postcode

How long have you lived at this address?

Y	Y	M	M
---	---	---	---

Where would you like your post sent? (if different from your home address)

Postcode

Do you have a private letterbox or do you share one? (For example, in a block of flats where a letterbox is shared with people you don't live with)

Private ☐ Shared ☐Do you live in the UK? Yes ☐ No ☐

If no, please tell us which country

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Nationality

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Second nationality (if you have dual nationality)

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Are you:

Married ☐ Single ☐Widowed ☐ Divorced ☐Separated ☐ To be married ☐Living with partner ☐

Daytime telephone number (including area code)

--

Evening telephone number (including area code)

--

Email address

--

Are you:

Employed ☐ Not employed – homemaker ☐Not employed – student ☐ Not employed – unemployed ☐Retired ☐ Self-employed ☐Other (please specify) ☐

--

Employer's name

--

Employer's address

Postcode

Time with current employer

Y	Y	M	M
---	---	---	---

Second customer

Home address

Postcode

How long have you lived at this address?

Y	Y	M	M
---	---	---	---

If you've lived here for less than 3 years, please give all the addresses you've lived at in the past 3 years. If there's more than 1 address, please write this on another sheet.

Postcode

How long have you lived at this address?

Y	Y	M	M
---	---	---	---

Where would you like your post sent? (if different from your home address)

Postcode

Do you have a private letterbox or do you share one? (For example, in a block of flats where a letterbox is shared with people you don't live with)

Private ☐ Shared ☐Do you live in the UK? Yes ☐ No ☐

If no, please tell us which country

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Nationality

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Second nationality (if you have dual nationality)

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Are you:

Married ☐ Single ☐Widowed ☐ Divorced ☐Separated ☐ To be married ☐Living with partner ☐

Daytime telephone number (including area code)

--

Evening telephone number (including area code)

--

Email address

--

Are you:

Employed ☐ Not employed – homemaker ☐Not employed – student ☐ Not employed – unemployed ☐Retired ☐ Self-employed ☐Other (please specify) ☐

--

Employer's name

--

Employer's address

Postcode

Time with current employer

Y	Y	M	M
---	---	---	---

4 Changing ownership (continued)

First customer

What's your job title?

Total income (salary, pension, benefits etc.)

 £

How often is your total income paid?

Second customer

What's your job title?

Total income (salary, pension, benefits etc.)

 £

How often is your total income paid?

5 Data Protection Statement

Introduction

My personal data is data which by itself or with other data available to you can be used to identify me. You are Santander UK plc, the data controller. This data protection statement sets out how you'll use my personal data. I can contact your Data Protection Officer (DPO) at Data Protection Office, Santander, Sunderland, SR43 4GP if I have any questions.

Where there are two or more people named on this form, this data protection statement applies to each person separately.

The types of personal data you collect and use

Whether or not I become a customer, you'll use my personal data for the reasons set out below and if I become a customer you'll use it to manage the account, policy or service I've applied for. You'll collect most of this **directly** during the application journey. The sources of personal data collected **indirectly** are mentioned in this statement. The personal data you use may include:

- o Full name and personal details including contact information (e.g. home address and address history, email address, home and mobile telephone numbers);
- o Date of birth and/or age (e.g. to make sure that I'm eligible to apply);
- o Financial details (e.g. salary and details of other income, and details of accounts held with other providers);
- o Records of products and services I've obtained or applied for, how I use them and the relevant technology used to access or manage them (e.g. mobile phone location data, IP address, MAC address);
- o Biometric data (e.g. fingerprints and voice recordings for TouchID and voice recognition);
- o Information from credit reference or fraud prevention agencies, electoral roll, court records of debt judgements and bankruptcies and other publicly available sources as well as information on any financial associates I may have;
- o Family, lifestyle or social circumstances if relevant to the product or service (e.g. the number of dependants I have);
- o Education and employment details/employment status for credit and fraud prevention purposes; and
- o Personal data about other named applicants. I must have their authority to provide their personal data to you and share this data protection statement with them beforehand together with details of what I've agreed on their behalf.

Providing my personal data

You'll tell me if providing some personal data is optional, including if you ask for my consent to process it. In all other cases I must provide my personal data so you can process my application (unless I'm a customer and you already hold my details).

Monitoring of communications

Subject to applicable laws, you'll monitor and record my calls, emails, text messages, social media messages and other communications in relation to my dealings with you. You'll do this for regulatory compliance, self-regulatory practices, crime prevention and detection, to protect the security of your communications systems and procedures, to check for obscene or profane content, for quality control and staff training, and when you need to see a record of what's been said. You may also monitor activities on my account where necessary for these reasons and this is justified by your legitimate interests or your legal obligations.

Using my personal data: the legal basis and purposes

You'll process my personal data:

1. As necessary **to perform your contract with me** for the relevant account, policy or service:

- a) To take steps at my request prior to entering into it;
- b) To decide whether to enter into it;
- c) To manage and perform that contract;
- d) To update your records; and
- e) To trace my whereabouts to contact me about my account and recovering debt.

2. As necessary **for your own legitimate interests** or those of other persons and organisations, e.g.:
 - a) For good governance, accounting, and managing and auditing your business operations;
 - b) To search at credit reference agencies if I'm over 18 and apply for credit;
 - c) To monitor emails, calls, other communications, and activities on my account;
 - d) For market research, analysis and developing statistics; and
 - e) To send me marketing communications and for marketing to me in-branch, including automated decision making relating to this.
3. As necessary **to comply with a legal obligation**, e.g.:
 - a) When I exercise my rights under data protection law and make requests;
 - b) For compliance with legal and regulatory requirements and related disclosures;
 - c) For establishment and defence of legal rights;
 - d) For activities relating to the prevention, detection and investigation of crime;
 - e) To verify my identity, make credit, fraud prevention and anti-money laundering checks; and
 - f) To monitor emails, calls, other communications, and activities on my account.
4. Based on **my consent**, e.g.:
 - a) When I request you to disclose my personal data to other people or organisations such as a company handling a claim on my behalf, or otherwise agree to disclosures;
 - b) When you process any special categories of personal data about me at my request (e.g. my racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, data concerning my health, sex life or sexual orientation); and
 - c) To send me marketing communications where you've asked for my consent to do so.

I'm free at any time to change my mind and withdraw my consent. The consequence might be that you can't do certain things for me.

Sharing of my personal data

Subject to applicable data protection law you may share my personal data with:

- o The Santander group of companies* and associated companies in which you have shareholdings;
- o Sub-contractors and other persons who help you provide your products and services;
- o Companies and other persons providing services to you;
- o Your legal and other professional advisors, including your auditors;
- o Fraud prevention agencies, credit reference agencies, and debt collection agencies when you open my account and periodically during my account or service management;
- o Other organisations who use shared databases for income verification and affordability checks and to manage/collect arrears;

5 Data Protection Statement (continued)

- Government bodies and agencies in the UK and overseas (e.g. HMRC who may in turn share it with relevant overseas tax authorities and with regulators e.g. the Prudential Regulation Authority, the Financial Conduct Authority, the Information Commissioner's Office);
- Courts, to comply with legal requirements, and for the administration of justice;
- In an emergency or to otherwise protect my vital interests;
- To protect the security or integrity of your business operations;
- To other parties connected with my account e.g. guarantors and other people named on the application including joint account holders who will see my transactions;
- When you restructure or sell your business or its assets or have a merger or re-organisation;
- Market research organisations who help to improve your products or services;
- Payment systems (e.g. Visa or Mastercard) if you issue cards linked to my account, who may transfer my personal data to others as necessary to operate my account and for regulatory purposes, to process transactions, resolve disputes and for statistical purposes, including sending my personal data overseas; and
- Anyone else where you have my consent or as required by law.

International transfers

My personal data may be transferred outside the UK and the European Economic Area. While some countries have adequate protections for personal data under applicable laws, in other countries steps will be necessary to ensure appropriate safeguards apply to it. These include imposing contractual obligations of adequacy or requiring the recipient to subscribe or be certified with an 'international framework' of protection. Further details can be found in the 'Using My Personal Data' booklet.

Identity verification and fraud prevention checks

The personal data you've collected from me at application or at any stage will be shared with fraud prevention agencies who will use it to prevent fraud and money-laundering and to verify my identity. If fraud is detected, I could be refused certain services, finance or employment in future. You may also search and use your internal records for these purposes. Further details on how my personal data will be used by you and these fraud prevention agencies, and my data protection rights, can be found in the 'Using My Personal Data' booklet.

Credit reference checks - if I am making changes to a current account or unsecured loan (this does not apply to those under 18)

If I've applied for a credit product then in order to process my application, you'll perform credit and identity checks on me with one or more credit reference agencies. To do this you'll supply my personal data to the credit reference agencies and they'll give you information about me. When you carry out a search at the credit reference agencies they'll place a footprint on my credit file. A credit search may either be: a) a quotation search where a soft footprint is left. This has no effect on my credit score, and lenders are unable to see this; or b) a hard footprint where I've agreed/requested Santander to proceed with my application for credit. This footprint will be viewable by other lenders and may affect my ability to get credit elsewhere. (A credit search is not carried out if I am under 18 or I apply for a Basic Current Account.) You'll also continue to exchange information about me with credit reference agencies while I have a relationship with you. The credit reference agencies may in turn share my personal information with other organisations. Details about my application (whether or not it's successful) will be recorded and you'll give details of my accounts and how I manage them to credit reference agencies. If I do not repay any debt in full or on time, they'll record the outstanding debt and supply this information to others performing similar checks, to trace my whereabouts and to recover debts that I owe. Records remain on file for 6 years after they are closed, whether settled by me or defaulted. A financial association link between joint applicants will be created at the credit reference agencies. This will link our financial records and be taken into account in all future applications by either or both of us until either of us apply for a notice of disassociation with the credit reference agencies.

The identities of the credit reference agencies, and the ways in which they use and share personal information is explained in more detail in the 'Using My Personal Data' booklet, or via the Credit Reference Agency Information Notice (CRAIN) document which can be accessed via any of the following links:

- experian.co.uk/crain
- equifax.co.uk/crain
- transunion.co.uk/crain

My marketing preferences and related searches

You'll use my home address, phone numbers, email address and social media (e.g. Facebook, Google and message facilities in other platforms) to contact me according to my preferences. I can change my preferences or unsubscribe at any time by contacting you. In the case of social media messages I can manage my social media preferences via that social media platform. If I'm over 18, you may search the files at credit reference agencies before sending marketing communications or doing marketing in-branch to me about credit. The credit reference agencies don't record this particular search or show it to other lenders and it won't affect my credit rating. You do this as part of your responsible lending obligations which is within your legitimate interests.

From time to time you'd like to contact me about products, services and offers that may interest me or to get my opinion on how you are doing. I understand you won't bombard me and I can choose to stop receiving information at any time by contacting you.

I have ticked any box(es) I **WOULD NOT** like you to use:

Applicant one

- ☐ Email, text, social media and messaging services
- ☐ Phone
- ☐ Post
- ☐ Market research, including customer satisfaction surveys
- ☐ All of the above

Applicant two

- ☐ Email, text, social media and messaging services
- ☐ Phone
- ☐ Post
- ☐ Market research, including customer satisfaction surveys
- ☐ All of the above

Using automated decision making to make decisions about me

You may automatically process my personal information, without human intervention, to evaluate certain personal aspects about me (known as profiling). In particular, you may analyse or predict (among other things) my economic situation, personal preferences, interests or behaviour. This could mean that automated decisions are made about me using my personal information. For example, you might analyse certain customer demographics, account holdings and account behaviours (such as Direct Debits I have set up on my accounts including those which identify accounts and products such as credit cards and store cards which I hold with other providers/elsewhere) and look at details of transactions relevant to my accounts. You may also analyse events such as the maturity dates of my accounts and opening anniversaries.

In some instances you'll use automated processing and decision making, where relevant, to decide which of your other products or services might be suitable for me, as well as to produce a personalised price for insurance products, to provide an indication of the price prior to an application being made (I note, publicly available information about me and information about me from third party data sources such as credit reference agencies, will also be used to provide me with an indication of the price). The personalised price would be presented to me in marketing communications and during contacts with Santander that might be suitable. You'll look at the types of accounts that I already have with you, as well as my age, where this is relevant to the product you think I might be interested in. You'll also conduct behavioural scoring, including by looking at the accounts and products I already have with you and how they are being used, such as account turnover, arrears and other indications of financial difficulties. Where searches are carried out against publicly available data sources and credit reference agencies, these searches may appear on my credit report, but they will not affect my ability to get credit.

I may have a right to certain information about how you make these decisions. I may also have a right to request human intervention and to challenge the decision.

For some insurance products you may use automated decision making to assist the insurer in determining my final insurance premium. The insurer will use an automated underwriting engine to process my personal information and to better assess insurance risk which will generally provide a more accurate price that is relevant to my individual circumstances and needs. The automated underwriting engine will use information including personal information that I provide as well as other information about me held by you, the insurer and other parties.

5 Data Protection Statement (continued)

Where the insurer is carrying out any automated decision making it will do so on the basis that is necessary in order for the insurer to enter into the insurance contract with me. I have the right to contest that decision, express my point of view and ask for a human review. Where you carry out any automated decision making for my insurance product, you will ask for my consent during the application process to allow you to do so. I may withdraw my consent at any time. Further details can be found in the 'Using My Personal Data' booklet.

11213 Mini Account

I understand that once the account holder is 11 the trust can be removed. You will give me more information about this shortly before the account holder is 11. If this account still remains in trust when the account holder reaches 18 I understand the account will continue but with a reduced interest rate. You will give me more information about this shortly before the account holder turns 18. If at any time I want to know more about what will happen, I will contact you.

Criteria used to determine retention periods (whether or not I become a customer)

The following criteria are used to determine data retention periods for my personal data:

- **Retention in case of queries.** You'll retain my personal data as long as necessary to deal with my queries (e.g. if my application is unsuccessful);
- **Retention in case of claims.** You'll retain my personal data for as long as I might legally bring claims against you; and
- **Retention in accordance with legal and regulatory requirements.** You'll retain my personal data after my account, policy or service has been closed or has otherwise come to an end based on your legal and regulatory requirements.

My rights under applicable data protection law

My rights are as follows (noting that these rights don't apply in all circumstances):

- The **right to be informed** about your processing of my personal data;
- The right to have my personal data **corrected if it's inaccurate** and to have **incomplete personal data completed**;
- The right **to object** to processing of my personal data;
- The right **to restrict processing** of my personal data;
- The right **to have my personal data erased** (the "right to be forgotten");
- The right to **request access** to my personal data and information about how you process it;
- The right to **move, copy or transfer my personal data** ("data portability"); and
- Rights in relation to **automated decision making** including profiling.

I have the right to complain to the Information Commissioner's Office. It has enforcement powers and can investigate compliance with data protection law: ico.org.uk.

For more details on all the above I can contact your DPO or request the 'Using My Personal Data' booklet by asking for a copy in branch or online at santander.co.uk.

Data anonymisation and aggregation

My personal data may be converted into statistical or aggregated data, which can't be used to identify me. You may share and sell such anonymised data including in an aggregated format, within and outside of the Santander group of companies, for statistical analysis, research and other business purposes. For example, sharing information about general spending trends in the UK to assist in research. The law says this is not considered to be personal information after it has been anonymised and/or aggregated.

*Group companies

For more information on the Santander group companies, please see the 'Using My Personal Data' booklet.

6 Declaration

I/We the person(s) whose signature(s) appear(s) on this form declare that the money in this account will be held by me/us (delete as appropriate): as either the only beneficial owner or joint beneficial owners/or as a trustee(s) or nominee(s) on behalf of the beneficial owner(s).

I/We the person(s) whose signature(s) appear(s) below, have read the declaration, and affirm that the declaration applies to this account and I/we agree to be bound by the relevant conditions of the account, a copy of which I/we have received. Where a joint account is converted into a sole account, information about the account and historical transactions will be available to all current account holders and any future account holders added to the account.

I have received a copy of the FSCS Information Sheet and Exclusion List, if I have been added as an additional account holder/trustee.

7 Signatures

Please don't sign this form until you've read the Data Protection Statement and Declaration.

Existing customer or signatory

Date

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Existing 2nd customer or signatory

Date

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

New customer or signatory

Date

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

New 2nd customer or signatory

Date

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

For Santander use only

To add holder	<input type="checkbox"/>	Removal of holder	<input type="checkbox"/>
ID/Confirmation of address	<input type="checkbox"/>	Cancel Direct Transfers in sole name of removed party	<input type="checkbox"/>
N/A ENQ	<input type="checkbox"/>	Confirmation of historical account and transactional information being available to current and future account holders	<input type="checkbox"/>
Copy of Terms and Conditions supplied	<input type="checkbox"/>	CHQ 90 performed	<input type="checkbox"/>
CHQ 90 performed	<input type="checkbox"/>	CHQ 95 performed	<input type="checkbox"/>
CHQ 95 performed	<input type="checkbox"/>	Password	<input type="checkbox"/>
Password	<input type="checkbox"/>		

NOT FOR BRANCH USE – CUSTOMER OPERATIONS USE ONLY

Date	<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/>	Salary number	<input type="text"/>
Person verifying ID		Signature	<input type="text"/>
Name	<input type="text"/>		

