# Treasurer's Account – Change of details

For clubs, societies and charities who opened an account before November 2014



Office use only

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to register to receive correspondence in an alternative format please vus in branch or give us a call.	nats available are: large print, Braille and audio CD. If you would like visit santander.co.uk/alternativeformats for more information, ask			
Consolation this form				
Completing this form	Please fill in the form using BLOCK CAPITALS. Tick any boxes which apply.			
Please fill in the form using BLOCK CAPITALS. Tick any boxes that apply. You can use this form to update the people named on your Treasurer's	Please make sure all applicable sections are fully completed. You should read and complete the checklist in Section 9 and provide all requested documents before returning the form.			
Account(s), or to change your organisation's details. Just complete the relevant sections. Operators of the account must be recorded on pages 3, 4 and 5. All committee members/trustees must be recorded	To protect your personal data, Santander recommends you return this by post to <b>Santander Business Banking Operations</b> , <b>Sunderland</b> , <b>SR43 4FW</b> .			
on page 6 and 7, 13, 14 and 15 if required. If you are an account operator, two forms of ID will be required (see checklist in section 9 for ID list) to complete this change. Identification is not required for committee members/trustees that aren't account operators.	If you need help with this request please call us on <b>0330 123 9860</b> .			
1 Organisation				
Organisation  Club, society or charity name				
Club, society or charity name				

## 2 Declaration of existing board, committee members or trustee

This declaration must be signed by 2 members of the board/committee trustees.

The information contained in this application is true and correct.

I/We will notify Santander UK plc within 30 days of any change in circumstances which affects my/our tax residency status or causes the information contained herein to become incorrect.

We, as existing board/committee members/trustees, agree to the changes made to the above accounts and all changes outlined in this change of details form and authorise Santander UK plc to operate the account in accordance with the operating instructions.

First board, committee member or trustee	tee member or trustee Second board, committee member or trustee		
Name in full	Name in full		
Position	Position		
- ostale.			
Signature	Signature		
Date signed D D M	M Y Y Y Y Date signed	D D M M Y Y Y Y	
	minutes should also confirm all current co	<b>mmittee minutes</b> confirming the change signed by mmittee members (a 'Personal details' sheet must	
3 New signatory rules			
All new account operators will be added within existing signing rule(s)):	existing signing rules. If a new instruction	is required please tick below (this will replace any	
Any one signature	Any two signatures	All signatures	
(allows for full transactions via Online Banking)	(Online Banking financial transactions will be restricted to view only)	(Online Banking financial transactions will be restricted to view only)	

# 4 Personal details – new account operator and/or new signatories

Account operator  Title Mr Mrs Ms Miss  Other (please specify)  First name	Marketing preferences From time to time we'd like to contact you about products, services and offers that may interest you or to get your opinion on how we are doing. We won't bombard you and you can choose to stop receiving information at any time by contacting us.  Please tick any box(es) YOU WOULDN'T like us to use:  ☐ Email, text, social media and messaging services
Middle name(s)  Surname	<ul> <li>□ Phone</li> <li>□ Post</li> <li>□ Market research, including customer satisfaction surveys</li> <li>□ All of the above</li> </ul>
Previous surname/other names you're known by or commonly use (not nicknames). Please include title, first name and surname.	First new signatory  Do you need a card?  What type of card do you need?
Date of birth  D D M M Y Y Y Y  Nationality	Debit card — a debit card will enable you to operate your Treasurer's Current Account and can be linked to any other business accounts you hold
Second Nationality (if dual nationality)	Operator card – an Operator card can be provided for all accounts allowing you to pay in at Santander cash machines
Country of residence	Cash card – allows you to transact via Santander cash machines
Country of fiscal residence (i.e. the country you're currently a resident and employed)	Cash deposit card – lets you pay in cash at the Post Office®
Home phone number (including area code)  Mobile phone number	Do you share a mailbox (e.g. block of flats)? If yes, we'll make special arrangements for you to receive your card and PIN.  Yes  No  If Yes, please tell us which branch you want us to send your card to:
Contact email address	Branch name  City
Permanent residential address  Postcode  How long have you lived at this address?  (if you've lived at your present address for less than 3 years, please tell us your previous address(es) during this time. If you've had more than 1 previous address, please use a separate piece of paper).  Postcode  How long did you live at this address?  Y Y M M  If you have an existing account with Santander please provide your sort code and account number:  Sort code  Account number	If you leave the above empty we'll send it to the nearest branch to your organisation's postcode  Do you need Online Banking? Yes No  Please don't sign this form until you've read the data protection statement in section 8 and decided whether you need independent advice from a solicitor or accountant.  a) I/We agree with the data protection statement. b) I/We have received a copy of the Terms and Conditions of the account(s) and I/we agree to be bound by them. c) I/We have received a copy of the FSCS Information Sheet and Exclusions List. d) The information contained in this application is true and correct. e) I/We will notify Santander UK plc within 30 days of any change in circumstances which affects my/our tax residency status or causes the information contained in this form to become incorrect.  New account operator
	Date signed DDMMYYYY
	Identification enclosed?

# 4 Personal details – new account operator and/or new signatories

Account operator	Marketing preferences			
Title Mr Mrs Ms Miss Miss	From time to time we'd like to contact you about products, services and offers that may interest you or to get your opinion on how we are doing			
Mr Mrs Ms Miss Other (please specify)	We won't bombard you and you can choose to stop receiving information at any time by contacting us.			
First name	Please tick any box(es) <b>YOU WOULDN'T</b> like us to use:			
	Email, text, social media and messaging services			
Middle name(s)	Phone			
	Post			
Surname	Market research, including customer satisfaction surveys			
	All of the above			
Previous surname/other names you're known by or commonly use	Second new signatory			
(not nicknames). Please include title, first name and surname.	Do you need a card? Yes No			
	What type of card do you need?			
Date of birth  D D M M Y Y Y Y  Nationality	Debit card — a debit card will enable you to operate your Treasurer's Current Account and can be linked to any other business accounts you hold			
	Operator card – an Operator card can be provided for			
Second Nationality (if dual nationality)	all accounts allowing you to pay in at Santander cash machines			
Country of residence	Cash card – allows you to transact via Santander cash machines			
Country of fiscal residence (i.e. the country you're currently a resident and employed)	Cash deposit card – lets you pay in cash at the Post Office*			
	Do you share a mailbox (e.g. block of flats)? If yes, we'll make			
Home phone number (including area code)	special arrangements for you to receive your card and PIN.  Yes  No			
Mobile phone number	If Yes, please tell us which branch you want us to send your card to:			
Mobile priorie number	Branch name			
Combook agazil address				
Contact email address	City			
Permanent residential address	If you leave the above empty we'll send it to the nearest branch to			
	your organisation's postcode			
	Do you need Online Banking? Yes No			
Postcode	Please don't sign this form until you've read the data protection			
How long have you lived at this address?  Y Y M M	statement in section 8 and decided whether you need independent			
(if you've lived at your present address for less than 3 years, please tell	advice from a solicitor or accountant.			
us your previous address(es) during this time. If you've had more than 1 previous address, please use a separate piece of paper).	a) I/We agree with the data protection statement.			
	<ul> <li>b) I/We have received a copy of the Terms and Conditions of the account(s) and I/we agree to be bound by them.</li> </ul>			
Double 1	<ul> <li>c) I/We have received a copy of the FSCS Information Sheet and Exclusions List.</li> </ul>			
Postcode	d) The information contained in this application is true and correct.			
How long did you live at this address?  Y Y M M	e) I/We will notify Santander UK plc within 30 days of any change in circumstances which affects my/our tax residency status or causes			
If you have an existing account with Santander please provide your sort code and account number:	the information contained in this form to become incorrect.			
Sort code Account number	New account operator			
	Date signed D D M M Y Y Y Y			
	-			
	Identification enclosed? Yes			

# 4 Personal details – new account operator and/or new signatories (continued)

New account operator	Marketing preferences From time to time we'd like to contact you about products, services and			
Title Mr Mrs Ms Miss Miss	offers that may interest you or to get your opinion on how we are doing.			
Other (please specify)	We won't bombard you and you can choose to stop receiving information at any time by contacting us.			
First name	Please tick any box(es) <b>YOU WOULDN'T</b> like us to use:			
	Email, text, social media and messaging services			
Middle name(s)	Phone			
	Post			
Surname	☐ Market research, including customer satisfaction surveys			
	All of the above			
Previous surname/other names you're known by or commonly use	Third new signatory			
(not nicknames). Please include title, first name and surname.	Do you need a card? Yes No			
	What type of card do you need?			
Date of birth  Nationality	<b>Debit card</b> — a debit card will enable you to operate your  Treasurer's Current Account and can be linked to any other business accounts you hold			
	Operator card – an Operator card can be provided for			
Second Nationality (if dual nationality)	all accounts allowing you to pay in at Santander cash machines			
Country of residence	Cash card – allows you to transact via Santander cash machines			
Country of fiscal residence (i.e. the country you're currently a resident and employed)	Cash deposit card – lets you pay in cash at the Post Office*			
Home phone number (including area code)	Do you share a mailbox (e.g. block of flats)? If yes, we'll make special arrangements for you to receive your card and PIN.  Yes  No			
AA-le'La ala sa a assar la sa	If Yes, please tell us which branch you want us to send your card to:			
Mobile phone number	Branch name			
Contact email address	City			
	City			
Permanent residential address	If you have the above assets well asset it to the proceed brough to			
	If you leave the above empty we'll send it to the nearest branch to your organisation's postcode			
	Do you need Online Banking? Yes No			
Postcode				
How long have you lived at this address?	Please don't sign this form until you've read the data protection statement in section 8 and decided whether you need independent			
(if you've lived at your present address for less than 3 years, please tell us your previous address(es) during this time. If you've had more than	advice from a solicitor or accountant.			
1 previous address, please use a separate piece of paper).	a) I/We agree with the data protection statement. b) I/We have received a copy of the Terms and Conditions of the			
	account(s) and I/we agree to be bound by them. c) I/We have received a copy of the FSCS Information Sheet and Exclusions List.			
Postcode	d) The information contained in this application is true and correct.			
How long did you live at this address?  Y Y M M  If you have an existing account with Santander please provide your	e) I/We will notify Santander UK plc within 30 days of any change in circumstances which affects my/our tax residency status or causes			
sort code and account number:	the information contained in this form to become incorrect.			
Sort code Account number	New account operator			
	Date signed D D M M Y Y Y Y			
	Identification enclosed?			
	identification enclosed.			

# 4 Personal details – new board/committee members/trustee (continued)

New committee member/trustee	New committee member/trustee				
Title Mr Mrs Ms Miss	Title Mr Mrs Ms Miss				
Other (please specify)	Other (please specify)				
First name / Middle name(s)	First name / Middle name(s)				
Surname	Surname				
Previous surname/other names you're known by or commonly use (not nicknames). Please include title, first name and surname.	Previous surname/other names you're known by or commonly use (not nicknames). Please include title, first name and surname.				
Date of birth	Date of birth				
Nationality / Second Nationality (if dual nationality)	Nationality / Second Nationality (if dual nationality)				
Nationality / Second Nationality (ii dual nationality)	Nationality / Second Nationality (if additinationality)				
Country of residence	Country of residence				
Country of residence	Country of residence				
Country of fiscal residence (i.e. the country you're currently a resident and employed)	Country of fiscal residence (i.e. the country you're currently a resident and employed)				
Home phone number (including area code)	Home phone number (including area code)				
Mobile phone number	Mobile phone number				
Contact email address	Contact email address				
Permanent residential address	Permanent residential address				
Postcode	Postcode				
How long have you lived at this address?  Y Y M M	How long have you lived at this address?  Y Y M M				
If you have an existing account with Santander please provide your sort code and account number:	If you have an existing account with Santander please provide your sort code and account number:				
Sort code Account number	Sort code Account number				
Please don't sign this form until you've read the data protection statement in section 8 and decided whether you need independent advice from a solicitor or accountant.	Please don't sign this form until you've read the data protection statement in section 8 and decided whether you need independent advice from a solicitor or accountant.				
a) I/We agree with the data protection statement.	a) I/We agree with the data protection statement.				
b) I/We have received a copy of the Terms and Conditions of the account(s) and I/we agree to be bound by them.	b) I/We have received a copy of the Terms and Conditions of the account(s) and I/we agree to be bound by them.				
c) I/We have received a copy of the FSCS Information Sheet and Exclusions List.	c) I/We have received a copy of the FSCS Information Sheet and Exclusions List.				
d) The information contained in this application is true and correct.	d) The information contained in this application is true and correct.				
e) I/We will notify Santander UK plc within 30 days of any change in circumstances which affects my/our tax residency status or causes the information contained in this form to become incorrect.	<ul> <li>e) I/We will notify Santander UK plc within 30 days of any change in circumstances which affects my/our tax residency status or causes the information contained in this form to become incorrect.</li> </ul>				
New committee member	New committee member				
Date signed D D M M Y Y Y Y	Date signed D D M M Y Y Y Y				

5 Board/committee members/trustees and/or signatories to be remov	red
First person to be removed  Name in full	Third person to be removed  Name in full
Nume in rut	Name in ratt
Position	Position
	- Colicion
Second person to be removed	
Name in full	
Position	
Where there is a dispute, signatories can't be removed from the a account consenting to the removal of the signatory(ies) named in	account until we have a letter signed by all signatories to the
account consenting to the removat of the signatory(les) harried in	tills section s.
6 Change of club/society/charity contact details	
(4) Day and the decrease of the side of the	V N
(a) Do you want to change your club/society/charity name?	Yes No
Current name	New name
(b) Do you want to change your registered/operating address?	Yes No No
(Mark as appropriate).	
Current registered/operating address	New registered/operating address
Postcode	Postcode
(c) Do you want to change your correspondence address?	Yes No
Current correspondence address	New correspondence address
Postcode	Postcode
(d) Do you want to change your telephone number?	Yes No No
New telephone number(s) – this will replace the existing contact details	
1	3
2	
(e) Do you want to change your business email address?	Yes No
New email address – this will replace the existing contact details	<u> </u>
New email address – this will replace the existing contact details	

7 Tax status	
Do any of the operators or committee members have a tax obligation is	n any other country due to residence or citizenship? Yes No
First new person	Third new person
Name in full	Name in full
Position	Position
Sicion	
TIN (Tax identification number) if non-UK tax resident	TIN (Tax identification number) if non-UK tax resident
Do you have a tax obligation in any other country due to residence or citizenship?	Do you have a tax obligation in any other country due to residence or citizenship?
Yes No No	Yes No No
If yes, please specify the countries to which you have tax obligations and provide your corresponding TIN (Tax Identification Number):	If yes, please specify the countries to which you have tax obligations and provide your corresponding TIN (Tax Identification Number):
Country	Country
TIN	TIN
Country	Country
TIN	TIN
Second new person	Fourth new person
Name in full	Name in full
Position	Position
TIN (Tax identification number) if non-UK tax resident	TIN (Tax identification number) if non-UK tax resident
Do you have a tax obligation in any other country due to residence	Do you have a tax obligation in any other country due to residence
or citizenship?	or citizenship?
Yes No No	Yes No No
If yes, please specify the countries to which you have tax obligations and provide your corresponding TIN (Tax Identification Number):	If yes, please specify the countries to which you have tax obligations and provide your corresponding TIN (Tax Identification Number):
Country	Country
TIN	TIN
Country	Country
TIN	TIN

If more than 4 operators and committee members/trustees are non-UK tax residents then please provide details on an additional piece of paper.

#### 8 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 201 Grafton Gate East, Milton Keynes, MK9 1AN 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 be about me as a personal or business customer and may include:

- Full name and personal details including contact information (e.g. home and business address and address history, email address, home, business and mobile telephone numbers);
- Date of birth and/or age (e.g. to make sure that I'm eligible to apply);
- Financial details (e.g. salary and details of other income, and details of accounts held with other providers);
- 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);
- Biometric data (e.g. fingerprints and voice recordings for TouchID and voice recognition);
- 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;
- Family, lifestyle or social circumstances if relevant to the product or service (e.g. the number of dependants I have);
- Education and employment details/employment status for credit and fraud prevention purposes; and
- 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.

## 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:

- 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.
- As necessary for your own legitimate interests or those of other persons and organisations, e.g.:
  - For good governance, accounting, and managing and auditing your business operations;
  - b) To search at credit reference agencies at my home and business address if I'm over 18 and apply for credit;
  - 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;
  - 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 checks, 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
  - 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:

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

#### 8 Data protection statement (continued)

Authority, the Financial Conduct Authority, the Information Commissioner's Office);

- Courts, to comply with legal requirements, and for the administration of justice;
- o 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 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.

#### International Corridors

Where I may have international business needs, you will share information relating to my company, products and accounts, including transactional information, with Banco Santander S.A., Santander group companies and other partner banks who may be based in other countries, to better support our international operations and decide whether to offer my company other products and services. For more information on who those other Santander group companies or other partner banks are, I can contact my Relationship Director. The data shared will include information on my company's financial position, its auditable accounts, its directors and shareholders and any information held about the company by Santander, such as information about transactions carried out on my accounts with Santander and information regarding any other products and services that I receive from you. You will do this on the basis of your legitimate interests. If I do not want you to share my data in this manner I can speak to you. Unless I have agreed otherwise, if you believe I may have international business needs you will check whether I have accounts held with other Santander group companies. If there are products or services that you or your group of companies or partner banks think may meet my needs you may tell me about these. I can amend my marketing preferences at any time by contacting you.

## 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've applied for a credit product then in order to process my application, you'll perform credit and identity checks on me at my home and business address 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. 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. The personal data shared with the credit reference agencies will relate to me and my business. Details about my application (whether or not it's successful) will be recorded and you'll give details of me, the business and 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 or between myself and any named business partner or individual will be created at the credit reference agencies. This will link our financial records (including records of any previous and subsequent names) 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.

If I am a director you will seek confirmation from the credit reference agencies that the residential address that I provide is the same as that shown on the restricted register of directors' usual addresses at Companies House.

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:

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

If I would prefer not to receive up-to-date information on other products and services, or to be included in market research, I can indicate this in section 4, 'Personal details – new account operator and/or new signatories'.

#### Using automated decision making to make decisions about you

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

#### 8 Data protection statement (continued)

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 (please 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. Where the insurer is carrying out any automated decision making it will do so on the basis that it 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.

## Other information about me as a business customer

You may also hold all the information I give to you (i.e. name, address, date of birth, nationality) in order to undertake periodic due diligence checks which banks are required to undertake to comply with UK legislation.

# 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.

lt's i	mportant to fully complete the form and enclose any required documents and ID. Please complete the checklist bel form. If the form's not complete or the supporting documents are missing, we'll need to send it back to you, causing			ing in
1	Organisation  Have you filled out all fields in Section 1 with all of your club/society/charity details, including all numbers for all a that you would like changed?	ccounts	Yes	
2	Declaration of existing board/committee members/trustees			
	Have 2 members of the board/committee/trustees signed the form?		Yes	
	Have you included board/committee/trustee minutes confirming the agreement to the changes? The minutes must be signed by 2 board/committee members/trustees and confirm all current committee members/trustees (Remember to complete Section 2 for anyone we don't currently hold the required information for).		Yes	
3	New signatory rules			
	Have you confirmed the new signatory rules?	Yes	N/A	
4	If you're adding new board or committee members, trustees or signatories			
	Have you completed all fields in Section 4 fully?	Yes	N/A	
	Have you included the identification document required for new account operators only as detailed below?	Yes		
5	Card ordering – new signatories			
	It's essential that you fully understand how the account will operate and what access each card provides. Have you ensured that the correct card has been requested?	Yes	N/A	
6	Declaration of new board/committee members/trustees and/or new signatories			
	Have all new person(s) signed the declaration?	Yes	N/A	
	Have all new account operators provided identification as outlined in the Identification Requirements in Section 4?	Yes	N/A	
	For identification documentation to send to us with your completed form please go to the 'Help and guides' section at santander.co.uk/business/support/customer-support/useful-documents or contact us on 0330 123 9860.  Please note insufficient or incorrect identification will lead to delays in processing the changes as requested. Committe (not Operators) aren't required to provide identification.		bers	
7	If you're removing new board or committee members, trustees or signatories			
	Have you completed all fields in Section 5?	Yes	N/A	١
8	If you're changing club/society/charity contact details			
	Have you fully completed Section 6?	Yes	N/A	
9	Data protection statement  Have all existing and new board/committee members/trustees and/or signatories read and agreed to the data protection statement in Section 8?	n	Yes	;
10	Tax Status			
	Have you completed the details for all non-UK tax residents in section 7?		Yes	;
with	e we've received your completed form and supporting documentation, we'll aim to complete all requested changes nin 5 working days of receipt. ou have any questions, please call us on <b>0330 123 9860</b> .			

# For office use only

# Branches and BBMs

When verifying and validating the customer's identity please record the information using the online Face to Face (Branch) Manual Customer Identification Record and attach to this form.

#### Personal details - new board/committee members and/or new signatories New committee member New committee member Title Title Mrs Ms Miss Ms Miss Mr Other (please specify) Other (please specify) First name / Middle name(s) First name / Middle name(s) Surname Surname Previous surname/other names you're known by or commonly use Previous surname/other names you're known by or commonly use (not nicknames). Please include title, first name and surname. (not nicknames). Please include title, first name and surname. Date of birth Date of birth Nationality / Second Nationality (if dual nationality) Nationality / Second Nationality (if dual nationality) Country of residence Country of residence Country of fiscal residence (i.e. the country you're currently Country of fiscal residence (i.e. the country you're currently a resident and employed) a resident and employed) Home phone number (including area code) Home phone number (including area code) Mobile phone number Mobile phone number Contact email address Contact email address Permanent residential address Permanent residential address Postcode Postcode How long have you lived at this address? How long have you lived at this address? If you have an existing account with Santander please provide your If you have an existing account with Santander please provide your sort code and account number: sort code and account number: Sort code Account number Sort code Account number Please don't sign this form until you've read the data protection Please don't sign this form until you've read the data protection statement in section 8 and decided whether you need independent statement in section 8 and decided whether you need independent advice from a solicitor or accountant. advice from a solicitor or accountant. a) I/We agree with the data protection statement. a) I/We agree with the data protection statement. b) I/We have received a copy of the Terms and Conditions of the b) I/We have received a copy of the Terms and Conditions of the account(s) and I/we agree to be bound by them. account(s) and I/we agree to be bound by them. c) I/We have received a copy of the FSCS Information Sheet and c) I/We have received a copy of the FSCS Information Sheet and Exclusions List. Exclusions List. d) The information contained in this application is true and correct. d) The information contained in this application is true and correct. e) I/We will notify Santander UK plc within 30 days of any change in e) I/We will notify Santander UK plc within 30 days of any change in circumstances which affects my/our tax residency status or causes circumstances which affects my/our tax residency status or causes the information contained in this form to become incorrect. the information contained in this form to become incorrect. New committee member New committee member

Date signed

Date signed

#### Personal details - new board/committee members and/or new signatories (continued) New committee member New committee member Title Title Mrs Ms Miss Ms Miss Mr Other (please specify) Other (please specify) First name / Middle name(s) First name / Middle name(s) Surname Surname Previous surname/other names you're known by or commonly use Previous surname/other names you're known by or commonly use (not nicknames). Please include title, first name and surname. (not nicknames). Please include title, first name and surname. Date of birth Date of birth Nationality / Second Nationality (if dual nationality) Nationality / Second Nationality (if dual nationality) Country of residence Country of residence Country of fiscal residence (i.e. the country you're currently Country of fiscal residence (i.e. the country you're currently a resident and employed) a resident and employed) Home phone number (including area code) Home phone number (including area code) Mobile phone number Mobile phone number Contact email address Contact email address Permanent residential address Permanent residential address Postcode Postcode How long have you lived at this address? How long have you lived at this address? If you have an existing account with Santander please provide your If you have an existing account with Santander please provide your sort code and account number: sort code and account number: Sort code Account number Sort code Account number Please don't sign this form until you've read the data protection Please don't sign this form until you've read the data protection statement in section 8 and decided whether you need independent statement in section 8 and decided whether you need independent advice from a solicitor or accountant. advice from a solicitor or accountant. a) I/We agree with the data protection statement. a) I/We agree with the data protection statement. b) I/We have received a copy of the Terms and Conditions of the b) I/We have received a copy of the Terms and Conditions of the account(s) and I/we agree to be bound by them. account(s) and I/we agree to be bound by them. c) I/We have received a copy of the FSCS Information Sheet and c) I/We have received a copy of the FSCS Information Sheet and Exclusions List. Exclusions List. d) The information contained in this application is true and correct. d) The information contained in this application is true and correct. e) I/We will notify Santander UK plc within 30 days of any change in e) I/We will notify Santander UK plc within 30 days of any change in circumstances which affects my/our tax residency status or causes circumstances which affects my/our tax residency status or causes the information contained in this form to become incorrect. the information contained in this form to become incorrect.

New committee member

Date signed

New committee member

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New committee member

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