

Power of Attorney registration team  
PO BOX 1109  
Bradford  
BD1 5ZJ

## Power of Attorney Registration Form

Please fill in ALL sections of the form using BLOCK CAPITALS and black ink. Tick any boxes which apply.

We can provide literature in alternative formats. The formats available are: large print, braille and audio CD. If you would like to register to receive correspondence in an alternative format please visit [santander.co.uk/alternativeformats](https://santander.co.uk/alternativeformats) for more information, ask us in branch or give us a call on 0800 414 8414.

### Completing this form

For help completing this form, please call our Power of Attorney (POA) helpline on 0800 414 8414.

You can also complete this registration request using our online POA registration form: [santander.co.uk/personal/support/supported-banking/power-of-attorney](https://santander.co.uk/personal/support/supported-banking/power-of-attorney)

To help you feel confident that you understand the steps involved in getting accounts registered, we've got a guide to help. You can find it at [santander.co.uk/personal/support/supported-banking/power-of-attorney](https://santander.co.uk/personal/support/supported-banking/power-of-attorney)

This form is to be used in the following situations:

- An individual has been appointed on the power of attorney document and will be acting in a private capacity
- An individual has been appointed on the power of attorney document and will be acting in a professional capacity (e.g. a solicitor)
- A Local Authority has been appointed on the power of attorney document

This form is not to be used if a Trust Corporation itself is appointed on the power of attorney document. For more guidance on registering a Trust Corporation please call **0800 414 8414** for the correct application form.

Please note

1. We can only register a maximum of two attorneys unless the POA document confirms that more than two must act jointly/together.
2. It is the responsibility of the attorney(s) to operate the account(s) in accordance with the account holder's instructions/restrictions. We cannot enforce any instructions/restrictions outlined within the POA document with the exception of expiry.
3. Attorneys who act 'jointly' cannot be given card or online access to transact.
4. The account holder will lose access to their own account(s) if a Court of Protection/Guardianship/Controllership Order is registered or we are made aware that the account holder has lost capacity and is unable to manage their financial affairs and operate their account(s).
5. We are unable to accept non-UK registered POA documents.
6. If acting in a personal capacity please complete all sections excluding section 4. If acting in a professional capacity or as a local authority and you are specifically named on the Power of Attorney legal document or acting on behalf of a Local Authority please make sure all sections of the form are completed. The definition of a Professional Attorney can be found in section 4. If you are acting under the authority of a Trust Corporation and this business is specifically named on the Power of Attorney, please call us on **0800 414 8414** so we can provide you with the correct application form.
7. Please note that this application process only covers personal banking and business banking sole trader accounts and excludes all other business banking, corporate banking and Cater Allen accounts.  
For more guidance on registering attorneys on business accounts please visit [santander.co.uk/business](https://santander.co.uk/business)  
For more guidance on registering attorneys on corporate accounts please visit [santander.co.uk/power-of-attorney](https://santander.co.uk/power-of-attorney)  
For more guidance on registering attorneys on Cater Allen accounts please visit [caterallen.co.uk/accounts/specialist-banking/executors-and-personal-representatives/](https://caterallen.co.uk/accounts/specialist-banking/executors-and-personal-representatives/)
8. In some instances you can obtain an Office of the Public Guardian Access Code. This Access Code will allow Santander to review your Lasting Power of Attorney document without the need to send us a copy. If you have an Access Code please record this in Section 1 below. You can find more information by visiting [gov.uk/use-lasting-power-of-attorney](https://gov.uk/use-lasting-power-of-attorney).

Please note that the Office of the Public Guardian Access Code expires after 30 days, therefore to prevent delays please ensure that it is not due to expire within 5 working days of sending in your application.

- ☐ Tick this box to confirm that all the information provided in this form is up-to-date, and that the addresses you've provided match the addresses we already hold for the account holder, and for any attorneys who are already Santander customers.

## Section 1: Type of document

<input type="checkbox"/> Court of Protection Order	<input type="checkbox"/> Unregistered Enduring POA*	<input type="checkbox"/> Guardianship
<input type="checkbox"/> Lasting/Continuing POA	<input type="checkbox"/> General POA	<input type="checkbox"/> Controllership
<input type="text"/>	Office of the Public Guardian Access Code**	<input type="text"/>
<input type="checkbox"/> Other (provide details) <input type="text"/>		
<input type="checkbox"/> Enduring POA registered and stamped Office of Public Guardian		

\*We can only accept an Unregistered Enduring Power of Attorney (EPA) that was made and signed before 1 October 2007 and where the account holder still has capacity. After 1 October 2007, the account holder must make a Lasting Power of Attorney instead. Where the account holder has lost capacity, the EPA will need to have been registered and stamped by the Office of the Public Guardian (OPG) before we can register it.

\*\*Please provide your Office of the Public Guardian Access Code if you have one this should be 13 characters and start with a V

## Section 2: Account Holder Details

Title (Mr, Mrs, Ms, Miss, Mx, Other) <input type="text"/>	National Insurance Number <input type="text"/>								
First name <input type="text"/>	Date of birth <table border="1"><tr><td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td></tr></table>	D	D	M	M	Y	Y	Y	Y
D	D	M	M	Y	Y	Y	Y		
Middle name(s) <input type="text"/>	Address <input type="text"/>								
Surname <input type="text"/>	<input type="text"/>								
	Postcode <input type="text"/>								

## Section 3: Account holder's account numbers

☐ Tick to register on all personal accounts and holdings including any Sole Trader accounts if relevant. Please note that if you would like to discuss any of the products held in detail including interest rates, payment options including how to make additional payments, terms etc, you can call our relevant product service lines or our Power of Attorney registration helpline, who can direct your call to the appropriate product teams.

OR, if you don't want registration on **ALL** accounts and holdings, please detail the account numbers, credit card numbers, or reference IDs where the attorneys are to be registered. If you need registration on more than ten accounts but don't want access to ALL of the account holder's accounts, please contact us via the POA helpline after registration and we will be able to add any additional accounts.

Account number 1 <input type="text"/>	Account number 6 <input type="text"/>
Account number 2 <input type="text"/>	Account number 7 <input type="text"/>
Account number 3 <input type="text"/>	Account number 8 <input type="text"/>
Account number 4 <input type="text"/>	Account number 9 <input type="text"/>
Account number 5 <input type="text"/>	Account number 10 <input type="text"/>

Would you (as attorney) like to be registered for Online Banking?

☐ \*Yes ☐ No

Would you like a card for any of these accounts?

☐ \*Yes ☐ No

\*Subject to the account type. The above services are not available where:

- there's more than one attorney detailed on the POA document appointed to act on a joint basis, or
- the account holder holds a joint account with another customer who the attorneys must transact with
- the product does not allow card access (e.g. mortgage)
- the product is a credit card.

#### Section 4: Attorneys acting within a professional capacity

Those appointed to act in a professional capacity and local authorities are required to fill in the entire document.

A professional attorney or a professional Deputy/Controller/Guardian is an individual employed in a professional capacity, including but not limited to an Accountant, Solicitor, or Local Authority Representative. This individual could be appointed to make financial decisions on behalf of someone who lacks or has lost the ability to make financial decisions for themselves; or has been appointed as a delegate responsible for managing the account holder's financial matters. We are only able to register a professional attorney who represents businesses within the United Kingdom. Please note that the individual acting in a professional capacity must be named on the legal document or acting on behalf of a Local Authority. If the individual is not named on the legal document or acting on behalf of a Local Authority and is acting on behalf of a Trust Corporation named on the Power of Attorney Legal Document, please call us on **0800 414 8414** so we can provide you with the correct application form.

Business (e.g name of firm of solicitors or local authority employed by)

Business type (Please tick as appropriate)

- |   |  |
|---|--|
| <input type="checkbox"/> Association/Society          | <input type="checkbox"/> Charity                       |
| <input type="checkbox"/> Club                         | <input type="checkbox"/> Limited Liability Partnership |
| <input type="checkbox"/> Outlet                       | <input type="checkbox"/> Partnership                   |
| <input type="checkbox"/> Pension Schemes              | <input type="checkbox"/> Private Limited Company       |
| <input type="checkbox"/> Public Limited Company (PLC) | <input type="checkbox"/> Public Sector Bodies          |
| <input type="checkbox"/> Sole Trader                  | <input type="checkbox"/> Trust Corporation             |
| <input type="checkbox"/> Other (Please state)         | <input type="text"/>                                   |

What does the Business do?

For any orders that are not Court of Protection, does the business hold Trust Corporation status? Please note that Trust Corporation status is not required if the business is based in Scotland

- ☐ Yes ☐ No

Business start date (Either date of Incorporation for Limited Co or when the business began trading)

D	D	M	M	Y	Y	Y	Y
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Country of Establishment/Incorporation

If you acting on behalf of a local authority, we will also require you to provide the following on local authority headed paper:

- Full names and job titles of all executive board members.

- ☐ For local authority court of protection orders only, please tick to confirm that appropriate pre employment checks have been undertaken on the individual(s) acting as a professional attorney.
- ☐ Only an individual authorised by the account holder, a court or a local authority to support the account holder as a professional attorney should complete this section of the form. Please confirm by ticking this box that you are this individual.

Business Registration Number (e.g. Company (CRN), Registered Charity Number, or Solicitors Regulation Authority (SRA) ID)

Contact name

Contact email address

Contact telephone number

Business address

Postcode

Correspondence address (this will be the address any correspondence for the account holder will be sent to. e.g. bank statements)

- ☐ Please tick if correspondence address is same as Business address

Postcode

**Section 5: Attorney details (including individuals authorised to act in a professional capacity whose business details are given in section 4 above)**

If more than two attorneys are required to act jointly, please copy this sheet to provide all attorney details.

**Attorney 1**

Title (Mr, Mrs, Ms, Miss, Mx, Other)

First name

Middle name(s)

Surname

Other names you're known by or commonly use (not nicknames)

Date of birth

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

National Insurance Number

Please provide your National Insurance Number if you require to be registered on an Investment product

Gender Male

☐

Female

☐

Home address

Postcode

How long have you lived at this home address?

Y	Y	M	M
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Telephone number (if acting in a professional capacity, please detail your business telephone number)

Email address (if acting in a professional capacity, please detail your business email address)

Nationality

Second nationality (if you have dual nationality)

Is your country of residence the UK?

☐

Yes

☐

No

If no, please state country of residence

Country of birth

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

Employment status

Are you:

Employed

☐

Not employed – homemaker

☐

Unemployed

☐

Not employed – student

☐

Self-employed

☐

Retired

☐

Occupation (if employed or self-employed)

**Attorney 2**

Title (Mr, Mrs, Ms, Miss, Mx, Other)

First name

Middle name(s)

Surname

Other names you're known by or commonly use (not nicknames)

Date of birth

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

National Insurance Number

Please provide your National Insurance Number if you require to be registered on an Investment product

Gender Male

☐

Female

☐

Home address

Postcode

How long have you lived at this home address?

Y	Y	M	M
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Telephone number (if acting in a professional capacity, please detail your business telephone number)

Email address (if acting in a professional capacity, please detail your business email address)

Nationality

Second nationality (if you have dual nationality)

Is your country of residence the UK?

☐

Yes

☐

No

If no, please state country of residence

Country of birth

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

Employment status

Are you:

Employed

☐

Not employed – homemaker

☐

Unemployed

☐

Not employed – student

☐

Self-employed

☐

Retired

☐

Occupation (if employed or self-employed)

## Section 6: Attorney data protection statement

### Data Protection Statement

Your personal data is data which by itself or with other data available to you can be used to identify you. We are Santander UK plc, the data controller. This data protection statement sets out how we'll use your personal data. You can contact our Data Protection Officer (DPO) at 201 Grafton Gate East, Milton Keynes, MK9 1AN if you have any questions.

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

☐ Please tick to confirm you have read and agree to the full Data Protection Statement in section 10.

☐ Attorney 1 ☐ Attorney 2

## Section 7: Attorney declaration

Anyone who wishes to transact on this account needs to be identified as an authorised signatory by signing this section of the application form. If you are not identified as an authorised signatory then we will not accept your signature as authorisation to carry out a transaction, e.g. on a letter, on a cheque, on a faxed request, etc. The following authorised signatories wish to operate the account holder's account (the 'Account') with Santander UK Plc ('Santander'):

By signing this application form I/We understand and confirm that:

- My/Our personal information contained in section 4 and/or section 5 of this application is true and correct.
- I/We undertake to advise Santander within 30 days of any change in circumstances which affects my tax residency status or causes the information contained herein to become incorrect.
- I/We confirm that I/We have been appointed by the account holder to act as an attorney, or by the Court of Protection/Sheriff/Office of Care and Protection to act as a Deputy/Guardian/Controller. Or authorised on behalf of the Local Authority acting as attorney whose details are given in section 4 above.
- I/We understand that my/our personal data will be processed in accordance with the data protection statement in section 10.
- I/We understand it is the attorney's responsibility to comply with any restrictions outlined in the POA document.
- In my/our capacity as attorney, I/we will observe the Terms and Conditions of the Account.
- I/We have received the FSCS Information Sheet and Exclusions List.
- I/We are registering this POA in the complete knowledge of the customer named.
- I/We understand it is the attorney's responsibility to keep us informed of any changes in circumstances relating to the Power of Attorney arrangement in place.
- I/We understand that Santander will write to the account holder to advise that I/we have been registered against their bank account(s) (including where I/we have informed Santander that the account holder is not mentally capable of managing their own financial affairs).

- I/We understand if a joint POA is registered, in the eventuality of one of the joint attorneys being removed for any reason (including but not limited to an attorney passing away, screening undertaken by the bank, the attorney disclaiming their appointment, or divorce between attorney and donor), then any remaining attorneys will also be removed as the POA agreement becomes invalid.
- I/We confirm that I/We are over the age of 18.
- I confirm that I am not currently an undischarged bankrupt nor subject to a Debt Relief Order. Should this situation change at any point in the future, I understand that I must inform Santander and that I will no longer be able to act as an attorney.

Attorney 1 Signature

Date

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

- I confirm that I am not currently an undischarged bankrupt nor subject to a Debt Relief Order. Should this situation change at any point in the future, I understand that I must inform Santander and that I will no longer be able to act as an attorney.

Attorney 2 Signature

Date

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

## Section 8: Checklist

To prevent any delays in processing, please make sure the following checklist is complete before returning this form.

If acting in a personal capacity make sure all sections excluding section 4 are completed in full. If acting in a professional capacity please make sure ALL sections of this form are completed.

Please note that if you are acting under the authority of a Trust Corporation and this business is specifically named on the Power of Attorney legal document, please call us on **0800 414 8414** so we can provide you with the correct application form.

This form has been signed by all the attorneys/deputies/guardians(Scotland)/Controllers(NI) to be registered.

☐☐

If individually named on the Power of Attorney Legal Document either in a personal or professional capacity 2 forms of ID are required. 1 from list 1 and 1 from list 2.

☐

If authorised to act under a Local Authority, no forms of ID are required UNLESS only one person is authorised to act on the account. If only one person is authorised, 1 form of ID from list 1 is required.

☐

The relevant legal documentation to support the attorney arrangement (see section 1) has been included and all pages are present.

**Court of Protection with Court of Protection Order** – 2 pages minimum with official Court of Protection Stamp

☐

**Enduring POA** – 4 pages minimum (part A, part B, part B continued, part C, part C continued). Signed by customer and all attorneys with all signatures witnessed

☐

**Enduring POA registered with the OPG/Court of Protection** – 4 pages minimum (as above) with an official court of protection stamp. Signed by all attorneys with all signatures witnessed

☐

**Lasting POA** – Property and Financial Affairs – 11 pages minimum with an OPG stamp. Signed by our customer and all attorneys OR you can provide an Office of the Public Guardian Access Code if you have one. This should be recorded in Section 1 of this form. Please note that the Office of the Public Guardian Access Code expires after 30 days, therefore please ensure that it is not due to expire within 5 working days of your application.

☐

**Office of the Public Guardian Access Code** – Please tick to confirm that you have checked and your access code has more than 5 working days before expiry

☐

**General POA** – 1 page minimum. With all signatures witnessed

☐

**Other (please specify):**

## Section 8: Checklist (continued)

### What to do next

Once you have all of the above, please send to Power of Attorney registration team, PO BOX 1109, Bradford, BD1 5ZJ.

Alternatively, you can make an appointment at your local branch, where a member of staff will be able to help and will send your request to be processed.

## Section 9: Identification requirements

### Attorneys acting in a Private Capacity

If you need to either open a new account or ask to be added to an existing Santander account as an attorney, you will need to provide us with a copy of the Power of Attorney document, and you must provide two forms of ID, one from list 1 and another from list 2 of our Customer Identification Document. You can find this on [santander.co.uk](https://www.santander.co.uk) under Support>Customer support>Customer identification documents. Or you can visit us in branch, where we can provide you with a printed copy of the Customer Identification Document. Or call our Power of Attorney helpline on **0800 414 8414** for help and support.

### Providing Identification

- If you are providing documentation **in branch** you must provide **original** identification.
- If you are providing documents via post, **please do not send originals**; please provide unaltered black and white photocopies of identification. This must include photocopies of pages that contain the following – photographs, reference details, transactions and current UK entry/residence visas. Please also note that **certified copies are not required**. Occasionally, there may be additional checks and documents required.

### Identification and documents required when registering as an Attorney

#### Standard requirements:

- One form of ID from list 1 and another form of ID from list 2 of our Customer Identification Document.
- A certified copy of the Power of Attorney document(s), see below for advice for Court of Protection and Guardianship Orders.

### Attorneys acting in a Professional Capacity:

- Individuals acting in a professional capacity will also need to meet the standard identification requirements. Providing one form of ID from list 1 and another form of ID from list 2 of our Customer Identification Document.
- A certified copy of the Power of Attorney document(s) will also need to be provided, see above for advice for Court of Protection and Guardianship Orders.
- If you are an individual(s) acting on behalf of a local authority you are not required to provide ID if more than one individual is authorised to act on the local authority's behalf as long as the relevant pre-employment checks have been completed. However where only one individual is authorised to act on the behalf of a local authority, ID from list 1 must be provided as long as all pre-employment checks have been completed. Please note that if pre-employment checks haven't been completed then two forms of ID are required, 1 form from list 1 and 1 form from list 2.

## Section 10: 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. Santander UK Plc is 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 to manage the account, policy or service on which I am registered as an Attorney. 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:

- Full name and personal details including contact information (e.g. home address and address history, email address, home and mobile telephone numbers) and financial expected activity;
- Date of birth and/or age (e.g. to make sure that I'm eligible to apply);
- 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);
- Family, lifestyle or social circumstances if relevant to the product or service (e.g. the number of dependants I have);
- 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;

- Information relating to my financial circumstances, including whether I am bankrupt, subject to a debt relief order, subject to a bankruptcy restriction order, or an interim debt relief restrictions order.

### 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 the account where I/we are registered 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 on which I am registered as an Attorney:
  - 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 the account(s) I am registered on and recovering debt.

## Section 10: Data Protection Statement (continued)

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 monitor emails, calls, other communications, and activities on the account where I/we are registered on;
  - c) To conduct regular searches of the Insolvency Register to ascertain whether I am bankrupt, subject to a debt relief order, subject to a bankruptcy restriction order, or an interim debt relief restrictions order;
  - d) For market research, analysis and developing statistics; and
  - e) You will not send marketing communications to me as a result of me acting as a third party on behalf of the account holder. Subject to my marketing preferences, I may continue to receive marketing communications in relation to any existing products or services that I have with you.
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 the account(s) I am registered on.
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:

- 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;
- Companies and other persons providing services to you;
- Your legal and other professional advisors, including your auditors;
- Fraud Prevention agencies, when you register me as an Attorney and periodically during account service management whilst I am registered on the account;
- Government bodies and agencies in the UK and overseas (e.g. the Office of Public Guardian, Office of Care and Protection, Court of Protection and 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 to the account where I/we are registered on e.g. guarantors/Donor/Granter and other people named on the application including joint account holder who will see my/our 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 the accounts I/we are registered on as an attorney, 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 when you register me as an Attorney on this account or policy 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.

### Automated decision making and processing

Automated decision making involves processing my personal data without human intervention to evaluate my personal situation such as my economic position, personal preferences, interests or behaviour, for instance in relation to transactions on the account where I/we are registered on, my payments to other providers, and triggers and events such as account opening anniversaries and maturity dates. You may do this to decide what marketing communications and marketing in-branch is suitable for me, to analyse statistics and assess lending and insurance risks. All this activity is on the basis of your legitimate interests, to protect your business, and to develop and improve your products and services, except as follows; when you do automated decision making including profiling activity to assess lending and insurance risks, this will be performed on the basis of it being necessary to perform the contract with me or to take steps to enter into that contract. Further details can be found in the 'Using My Personal Data' booklet.

### Criteria used to determine retention periods (whether or not I am registered as an Attorney)

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 the account I am registered on, policy or service has been closed or has otherwise come to an end based on your legal and regulatory requirements.

## Section 10: Data Protection Statement (continued)

### My rights under applicable data protection law

My rights are as follows (noting that these rights don't apply in all circumstances and that data portability is only relevant from May 2018):

- 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, then used to produce statistical research and reports. This aggregated data may be shared and used in all the ways described above.

### \*Group companies

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