

Your personal and  
business information  
and Lloyds TSB



**Corporate**

When we refer to Lloyds TSB we mean the Lloyds TSB group which includes all companies with the Lloyds TSB name, Cheltenham & Gloucester plc, Scottish Widows plc, and their associated companies.

## **Personal and business information and customer service across Lloyds TSB**

What happens to your personal and business information within the Lloyds TSB group of companies?

Information is held securely in our Lloyds TSB systems so that we and the other companies in our group that you or the business have dealings with, now or in the future, can look after your overall relationship with the Lloyds TSB group. Most of the information we have comes directly from you when you first open accounts or products with Lloyds TSB companies. The way you and the business operate your finances with us, the sort of payments and deposits you make to your account and the business' accounts, and what you tell us when you open additional accounts or take up other services from us, all add to information we hold.

The information held by Lloyds TSB companies enables us to run your accounts and the business' accounts in the efficient way that you expect and to co-ordinate services for you. For example, when you talk to us we have a better idea about the products and services that could be of interest to you or the business. We also have to hold information about customers so we can fulfil our legal obligations under various laws and regulations, including the strict anti-money laundering regulations. To protect our customers in general and our own business, we use information to prevent and detect fraud and to manage risks – particularly credit and insurance related risks – across all the companies in our group. We know that it is important to keep essential information about you and the business, such as names and addresses, accurate and up to date for all of these purposes.

We sometimes conduct market research to help us learn about how well our services are being delivered and what customers

in general think about our products. If you or the business are one of the customers invited to take part in research you will have the opportunity to tell us or the market research specialists that we have commissioned to conduct the research that you would rather not take part. The specialist research companies that work for us comply with the Market Research Society Code of Conduct and are legally bound to keep information about you and the business secure and confidential.

The data we hold enables us to undertake the automated analysis to improve our knowledge about the various parts of our customer base and to produce essential statistical information.

## **Recording and monitoring phone calls**

We may monitor or record phone calls with you in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

## **More about confidentiality**

If another company joins with us in providing a service for you or the business, or if we introduce you or the business to another company, we will tell you in advance where your data and the business data is going and how it will be used. For example, if you take out an insurance policy through Lloyds TSB Bank you will be informed about the insurance broker and the insurer so you know who else holds your personal information in connection with running the policy.

Other than where you have asked us to disclose your personal and/or business information to others or have agreed to us disclosing it, the circumstances in which we will disclose information outside the Lloyds TSB group of companies are limited.

The credit reference agencies and fraud prevention agencies hold important information on individuals and businesses that helps us to check identity, credit status, and to protect you and us from financial crime. The searches that we and others make at the agencies are added to your record at the agencies.

Where we have good grounds for believing that there has been a fraud we may register information with fraud prevention agencies such as CIFAS. For more detail about the exchange of information with credit reference agencies and fraud prevention agencies please look at the formal notices at the end of this leaflet.

If we use other companies under contract to us to undertake work on our behalf in connection with running accounts or services for you or your business we make sure that strict data security standards are in place. If the data is processed for us in a country outside the European Economic Area (EEA) which does not have a data protection law that is formally recognised as equivalent to EEA laws, we will ensure that our Lloyds TSB security standards are in force to protect your personal data and we remain responsible for the security of your personal information.

There are occasions when the law permits us to make a disclosure to protect our own interests. These include situations where there are bad debts or where fraud losses might occur. Disclosures for broader commercial interests that we might have, such as supplying customer details to other companies for marketing purposes without asking customers for agreement, are not allowed.

When required, we provide information about customers to the Financial Services Authority in connection with its work to monitor and regulate financial services. We will also provide information to bodies such as the Banking Code Standards Board to enable them to investigate complaints and monitor our compliance with the codes of practice to which we have signed up. The Financial Ombudsman Service can ask us for information on cases where a customer has asked for an independent review.

Various authorities including the police, Inland Revenue, Customs and Excise, and benefit fraud investigators have the power to obtain information from us. This normally requires a court production order but can also be under various statutory provisions. We are legally obliged to disclose the information

in these circumstances. We may also make limited disclosures to law enforcement authorities if the prevention or detection of crime might otherwise be prejudiced.

There are occasions where we have a duty to make a disclosure about a customer in the public interest. The situations where this might apply are very rare indeed. There has to be a significant threat to the safety of the public before a bank can volunteer information to the police or other law enforcement authorities.

## **Contacting you to tell you about accounts and services that might interest you or the business**

Except where you've told us you don't want promotional information, we may contact you about products and services available from the Lloyds TSB group and from selected companies outside our group which we believe may interest you or the business, or benefit you or the business, financially. You can tell us at anytime if you no longer want to hear from us about new products and services but you will of course continue to receive notices of changes in interest rates or factual information to which you may be entitled under the Banking Codes. Other companies in our group will not make marketing approaches to you or the business unless you are already in contact with them or unless you have agreed that they can approach you directly.

## **Data protection laws**

The UK's Data Protection Act 1998\* and similar laws in Jersey, Guernsey, and the Isle of Man set out important principles that we must follow when handling personal information. The Data Protection Act gives you rights over your personal information so that you can ensure what we do with your personal data is fair and proper. For example, you have the right to be informed about the different uses of your data and the circumstances in which personal data could be passed to other people or companies. Where we use subcontractors or agents to do work for us that involves access to your personal data, we remain responsible for data security.

Under the Data Protection Act you have the right to ask a company for your personal information. The fee for this is currently set at £10. Of course, if all you need is a particular item of information it is always worth simply asking your usual contact at the Bank to send it to you. This will be quicker than waiting for a full set of personal data and it is usually free of charge.

\*The Data Protection Act 1998 does not apply to limited companies, limited liability partnerships or partnerships in Scotland. It does apply to sole traders, partnerships in England and Wales and to individuals connected with a business (e.g. directors of a company).

### **Information shared and exchanged with credit reference agencies and fraud prevention agencies: the formal notice to applicants and customers**

You agree that when making credit decisions we may make searches at credit reference agencies, including electoral register information. Our searches will be recorded by the credit reference agencies.

If you are applying in joint names, this will create a financial link between you in the records at the credit reference agencies. This means that your financial affairs and those of your joint applicant may be treated as affecting each other.

We may disclose how you have run your accounts and how the business has run its accounts to the credit reference agencies. In the event that we make formal demand for repayment of your borrowing and we do not receive full repayment or satisfactory proposals from you or the business within 28 days, we may disclose this to the agencies, who will record the outstanding debt. This paragraph will only apply to the business, sole traders, partners of a partnership and individuals who have given personal guarantees to us.

We may check what you have told us and share information with fraud prevention agencies. It is important that you give us accurate information. If you give false or inaccurate data and we suspect fraud we will record this at the fraud prevention agencies.

We and other organisations may use credit reference agency and fraud prevention agency records about you, people financially linked to you and, in the case of fraud prevention agencies, others in your household to help make decisions about you and them:

- for credit and credit related services, and to manage your accounts
- for motor, household, credit, life, and other insurance proposals or claims
- for fraud prevention, debtor tracing, debt recovery, and to check your identity to prevent money laundering.

If you ask, we will tell you which credit reference and fraud prevention agencies we have used so you can get a copy of your details from them.

## Our service promise

We aim to provide the highest level of customer service possible. If you do experience a problem, we will always seek to resolve this as quickly and efficiently as possible.

If you would like a copy of our complaint procedures, please contact your relationship manager or any of our Corporate Banking offices. You can also find details on our website, at [www.lloydstsb.com/corporate](http://www.lloydstsb.com/corporate)

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Please contact your relationship manager if you'd like this in Braille, large print or on audio tape.

We accept calls made through RNID Typetalk.

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