

Questions/Further Information

- If you are unclear or don't understand anything in this leaflet, please talk to a parent or other adult that you trust. They may be able to help you, or they can access our full data protection policy which explains things in further detail. Alternatively, if you are over the age of 13, contact us on: dataprotection@monbs.com or write to our Data Protection Officer at **Monmouthshire Building Society, John Frost Square, Newport, NP20 1PX** and we will be pleased to assist. A parent or other trusted adult may do this on your behalf.

WHERE TO FIND US

Head Office

Monmouthshire House, John Frost Square, Newport, NP20 1PX

- New savings account enquiries : 01633 844330
- Existing savings account enquiries : 01633 844340
- My Accounts enquiries : 01633 844345
- Website : www.monbs.com

Branch Offices

Brecon	6b The Bulwark, Brecon, LD3 7LB	Tel: 01874 641227
Caldicot	27 Newport Road, Caldicot, NP26 4BG	Tel: 01291 437722
Chepstow	19 High Street, Chepstow, NP16 5LQ	Tel: 01291 629306
Cwmbran	8 The Parade, Cwmbran, Torfaen, NP44 1PT	Tel: 01633 833933
Monmouth	10 Agincourt Square, Monmouth, NP25 3DY	Tel: 01600 713383
Newport:		
- City Centre	John Frost Square, Newport, NP20 1PX	Tel: 01633 844330
- Caerleon Road	183 Caerleon Road, Newport, NP19 7HA	Tel: 01633 254891
- Handpost	234 Stow Hill, Newport, NP20 4HA	Tel: 01633 213276
Risca	48 Tredegar Street, Risca, NP11 6BW	Tel: 01633 613181
Swansea	18 Union Street, Swansea, SA1 3EH	Tel: 01792 657460



Privacy Notice for Children



PRIVACY NOTICE FOR CHILDREN

This privacy notice is to let you know how Monmouthshire Building Society will look after your personal information and the rights you have over this.

The information we will collect includes:

- Full name and date of birth
- Contact information – where you live and how we can contact you
- Identification documents – to prove who you are and where you live

We collect the information from:

- Information you provide to us when applying for our products or enquiring about our services
- When you contact us via the phone, website, email, app or in one of our branches or agencies
- If you take part in any of our competitions

We will not send you any marketing material.

We collect this information to:

- Manage our relationship with you
- Provide information about our products and services
- Deliver our products and services
- Adhere to laws and regulations that apply to us
- Exercise our rights set out in your agreement/contract with us.

Sharing your information:

- We will only share your information (if required to do so) with:
 - Financial Services Compensation Scheme - this is an organisation that protects you should the Society fail
 - Government and law enforcement agencies
 - HM Revenue & Customs, regulators, and other authorities
 - Fraud prevention agencies
 - Companies you ask us to share your information with
 - Third parties (i.e., IT service providers, mailing providers) who support our business

PRIVACY NOTICE FOR CHILDREN

We will only use the personal information we hold:

- In the normal course of our business to provide the products and services you have requested
- To identify you when you contact us
- Help detect and prevent financial crime

How long do we look after your information for?

- We only keep your data for as long as we need to use it. This will depend on the product or service we are providing. There may also be legal requirements for us to keep your data for a certain length of time.

Do we keep your information safe and confidential?

- Yes! As part of our promise to you, it is very important that we protect your privacy and information. If you want to contact us about your personal data and are over the age of 13, please contact us on: dataprotection@monbs.com or write to our Data Protection Officer at Monmouthshire Building Society, John Frost Square, Newport, NP20 1PX.

What rights do you have over your personal data?

- Children have the same rights as adults over their personal data

You can:

- ask us for a copy of the information that we have about you;
- ask us to change any information that we have about you which is wrong;
- ask us to stop holding your information;
- ask us to delete your information. There are times where we won't be allowed to do this by law but otherwise, we will do so when you ask;
- tell the people in charge of personal information if you think we've done something wrong. In the UK they're called the Information Commissioner's Office <https://ico.org.uk/make-a-complaint/>

What are cookies and how do we use them?

- Cookies are small text files that are placed on your computer by websites that you visit. We use cookies to secure some of the online services on the website as well as to help monitor and improve our service to you. We do not take personal data from your device.