

**PERSIA INTERNATIONAL BANK PLC**

**Authorised by the PRA and Regulated by FCA & PRA**

**(Registered as a Data Controller with the UK Information Commissioners Office under ref: Z6429551)**

GDPR

PRIVACY NOTICE

(November 2020)

Table of Contents

1. InformatioN we may hold from you (Personal data)
2. information we may collect or generate about you
3. how we will use your information
4. our legal and regulatory obligations
5. who we might share your information with
6. how long we will keep you information
7. transferring your information overseas
8. your legal rights
9. asking us for / updating your information
10. lodging a complaint

**GDPR – Privacy Notice**

This notice is issued in accordance with UK and EU regulations pertaining to data protection. Further it explains how your personal information may be held and used by Persia International Bank PLC (“PIB”).

The information that we collect from you may derive from a number of sources as explained below.

1. INFORMATION WE MAY HOLD FROM YOU (Personal Data)

By “information” we mean the personal and financial information about you that we collect , use, share and store.

The information we collect will vary by customer and is dependant of the type of business you undertake with PIB and the relationship you have with us. All information collected will be retained safely, securely and confidentially.

The collected data may include some or all of the following:

* Personal details, e.g. name, previous names, gender, date and place of birth
* Contact details, e.g. address, email address, landline and mobile numbers
* Information concerning your identity e.g. photo ID, passport information, National Insurance number, National ID card and nationality
* Information we use to identify and authenticate you, e.g. your signature
* The contents of any correspondence you send us that has private information.
* Details of transfers to and from your accounts.

1.1 SENSITIVE PERSONAL DATA

Information that the data protection regulations deem to be of a sensitive personal nature (“Sensitive personal data”) will only be collected from you if we have your express permission to do so. Examples of Sensitive personal data are :

* Race or ethnic origin
* Political opinions
* Religious beliefs
* Trade union membership
* Genetic data

1. INFORMATION WE MAY COLLECT OR GENERATE ABOUT YOU, FOR EXAMPLE:

* Information included in customer documentation,
* Investigations data, e.g. due diligence checks, sanctions and anti-money laundering checks, external intelligence reports
* Records of correspondence and other communications between us, including email, letters, telephone conversations etc
* Information that we need to support our regulatory obligations, e.g. information about transaction details, detection of any suspicious and unusual activity and information about parties connected to you or these activities
* Information from third party providers, e.g. credit reference / fraud prevention agencies etc
* Information obtained from you or third parties such as previous employers, joint account holders, credit reference agencies, or other organisations when you apply for an account with or other services we may provide.
* From public records

1. HOW WE WILL USE YOUR INFORATION:

We’ll only use your information where we have a lawful reason for using it.

These reasons include where we:

* Need to pursue our legitimate interests
* Need to process the information to establish and carry out an agreement (both initially and, where appropriate ongoing) we have with you,
* Need to process the information to comply with a legal, or regulatory obligation
* Believe the use of your information as described is in the public interest, e.g. for the purpose of preventing or detecting crime

1. OUR LEGAL AND REGULATORY OBLIGATIONS:

We will use the information we collect from you to meet our regulatory and legal obligations and to share with regulators and other authorities that Persia International Bank Plc are subject to (as requested by them).

We will only do this if required to comply with a legal / regulatory obligation, if it is in our legitimate interests and that of others, or to assist authorities in a specific ongoing investigation.

1. WHO WE MIGHT SHARE YOUR INFORMATION WITH:

We treat the information we hold about you as confidential, and will only share information with the following where there is a both a legal and legitimate reasons for doing so. The following are also required to keep personal information confidential, safe and secure:

* Law enforcement, government, courts, dispute resolution bodies, our regulators, auditors and any party appointed or requested by our regulators to carry out investigations or audits of our activities
* Commercial partners who provide products, services and support to PIB
* UK and Overseas regulators / tax authorities / law enforcement agencies (as described in ‘4’ above)
* Credit reference agencies
* Other parties involved in any disputes, including disputed transactions
* Fraud prevention agencies (e.g. CIFAS) who’ll also use it to detect and prevent fraud and other financial crime and to verify your identity;
* Anyone who provides instructions or operates any of your accounts on your behalf, e.g. Power of Attorney, solicitors, intermediaries, etc.
* Anybody else that we’ve been instructed to share your information with by either you, a joint account holder or anybody else who provides instructions or operates any of your accounts on your behalf.

1. HOW LONG WE’LL KEEP YOUR INFORMATION

We will keep your core banking data for a period of five years from the end of our relationship with you. This enables us to comply with legal and regulatory requirements or use it where we need to for our legitimate purposes

We may need to retain your information for a longer period where we need the information to comply with regulatory or legal requirements or where we may need it for our legitimate purposes, e.g. to help us respond to queries or complaints, fighting fraud and financial crime, responding to requests from regulators, etc.

If we don’t need to retain information for this period of time ( but not less that 5 years), we may destroy, delete or anonymise it more promptly.

1. TRANSFERRING YOUR INFORMATION OVERSEAS

When the UK leaves the European Union (EU) on 31st December 2020, the UK Government has committed to transpose the GDPR (General Data Protection Regulations) , which derives from EU regulation, into UK Law. Therefore at the point when the UK leave the EU there will be little change in regulations under ‘UK GDPR’

Your information may be transferred to and stored in locations outside the European Economic Area (EEA), including countries that may not have the same level of protection for personal information. In this case we will ensure that the country has an appropriate level of protection. We may need to transfer your information in this way to carry out our contract with you, to fulfil a legal obligation, to protect the public interest and/or for our legitimate interests.

We will only ever share your information with people who have the right to see it.

1. YOUR LEGAL RIGHTS

Your legal rights are set out below:

**8.1 Right to Access** – you can request whether we hold information about you, how it is processed, and ask for copies of the any information held. This type of request is commonly referred to as a data subject access request

**8.2** **Right to Withdraw Consent** – at anytime you may withdraw your consent for the processing of information. However if PIB need to continue the processing of your information for a legitimate reason then we will continue to do so, explaining our reasons in writing.

**8.3** **Right of Correction** – You may request that we rectify your personal information if it’s inaccurate or incomplete. (It is important that you inform us updated if there are any changes to your personal information)

* 1. **Right to be Forgotten** – You may request that your information be erased from our records (ie you become ‘forgotten’). If PIB are entitled to retain your personal information, we will set out the reasons in writing to you,
  2. **Right of Restriction** – This is the right to object to, and to request that we restrict, our processing of your personal information, including for sales and marketing activities. In certain circumstances PIB may need to deny the request and, if this is the case, the reason will be confirmed to you in writing.

You can exercise your rights by contacting us using the contact details set out in section ‘10’ below.

1. asking us for/updating your information.

If you wish to update or amend any of the personal information that we currently hold, or if you wish to exercise any of the rights described above then, in the first instant, you should contact our customer services department at [CusServicesDept@persiabank.co.uk](mailto:CusServicesDept@persiabank.co.uk)

Before providing any information we will ask for confirmation of your identity. PIB may also charge a reasonable fee to provide the information requested from us.

Any request for information made from us should be clear , so we can provide you with the detials that you require. Further, the request should include the following details:

For example, tell us your:

* Full name(s)
* Address
* Date of birth
* Account number

Alternatively you can contact in writing at the following address:

Customer Service Department,

**Persia** International Bank PLC,

6 Lothbury,

London,

EC2R 7HH

10. LODGING A COMPLAINT

If you are unhappy about the processing of your personal data or how we have have handled your information, you may contact our data protection manager at the following address:

Data Protection Manager,

Persia International Bank PLC,

6 Lothbury,

London, EC2R 7HH

You may also wish to contact the Information Commissioners Office:

Information Commissioner’s Office,

Wycliffe House,

Water Lane,

Wilmslow

Cheshire, SK9 5AF