



PERSIA INTERNATIONAL BANK PLC
Authorised by the PRA and Regulated by FCA & PRA

GDPR
PRIVACY NOTICE

[MAY 2018]

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GDPR – PRIVACY NOTICE

One of the biggest changes to UK data privacy law comes into effect on 25th May 2018. The General Data Protection Regulation (or GDPR for short) is a really positive step towards your having more control over how your data is used and how you're contacted. The changes will also help to better protect your personal data and as consequence Persia International Bank Plc is committed to ensuring that your Information is used properly and is kept securely. We have updated our privacy notice to reflect these changes, as detailed below.

By submitting your Information to Persia International Bank Plc during our KYC (know your Customer) process or during Customer Due Diligence you are consenting to the processing of your Information by us in accordance with this Privacy Notice.

1. INFORMATION WE MAY COLLECT FROM YOU

We'll only collect your information in line with relevant regulations and law. We may collect it from a range of sources and it may relate to any of our products or services you apply for, currently hold or have held in the past. Some of it will come directly from you, e.g. when you provide ID to open an account.

WE MAY COLLECT AND PROCESS THE FOLLOWING INFORMATION ABOUT YOU

Information that you provide by filling in any forms provided to us. This includes information you provide when you apply for an account with us or for any of our other products and services, and may comprise:

- 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.

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

- Information included in customer documentation, e.g. a record of advice that we may have given you
- 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
- 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

3. INFORMATION WE MAY COLLECT FROM OTHER SOURCES, EXAMPLE:

- Information from third party providers, e.g. information that helps us to combat fraud
- Information obtained from you or third parties such as employers, joint account holders, credit reference agencies, fraud prevention agencies or other organisations when you apply for an account with or other services we may provide.

4. HOW WE WILL USE YOUR INFORMATION:

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 carry out an agreement 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
- Need to establish, exercise or defend our legal rights
- To manage your accounts

- To verify your identity and make financial risk assessments including anti money laundering checks and for crime and fraud prevention purposes.

The reasons we use your information include to:

- Deliver our products and services
- Carry out your instructions, e.g. to fulfil a payment request
- Prevent or detect crime including fraud and financial crime, e.g. financing for terrorism and human trafficking
- Protect our legal rights and comply with our legal obligations

5. TRACKING OR RECORDING WHAT YOU SAY OR DO:

- To help keep you and your money safe, we may record details of your interactions with us and may record and keep track of conversations you have with us including phone calls, face-to-face meetings, letters, emails

6. COMPLIANCE WITH LAWS AND REGULATORY COMPLIANCE OBLIGATIONS:

We'll use your information to meet our compliance obligations, to comply with other laws and regulations and to share with regulators and other authorities that Persia International Bank Plc are subject to. This may include using it to help detect or prevent crime (including terrorism financing, money laundering and other financial crimes). We'll only do this on the basis that it's needed to comply with a legal obligation, it's in our legitimate interests and that of others, or to prevent or detect unlawful acts.

7. WHO WE MIGHT SHARE YOUR INFORMATION WITH:

We may share your information with others where lawful to do so including where we or they:

- Have a public or legal duty to do so, e.g. to assist with detecting and preventing fraud, tax evasion and financial crime
- Need to in connection with regulatory reporting, litigation or asserting or defending legal rights and interests
- Have a legitimate business reason for doing so, e.g. to manage risk, or verify your identity

We may share your information for these purposes with others including:

- 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
- 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.

8. CONSEQUENCES OF PROCESSING

If we, or a fraud prevention agency, have reason to believe there's a fraud or money laundering risk, we may refuse to provide the services you've requested. We may also stop providing existing services to you. A record of any fraud or money laundering risk will be retained by the fraud prevention agencies, and may result in others refusing to provide services to you.

To find out more about fraud prevention agencies and how they manage your information, please visit <https://www.cifas.org.uk/privacy-notice>.

9. HOW LONG WE'LL KEEP YOUR INFORMATION

We keep your information in line with our data retention policy. For example we'll normally 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, we may destroy, delete or anonymise it more promptly.

10. TRANSFERRING YOUR INFORMATION OVERSEAS

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. When we do this, we'll ensure it has an appropriate level of protection and that the transfer is lawful. 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. In some countries the law might compel us to share certain information, e.g. with tax authorities. Even in these cases, we'll only share your information with people who have the right to see it.

You can obtain more details of the protection given to your information when it's transferred outside the EEA by contacting us using the details in the 'More details about your information' section below.

11. YOUR RIGHTS

You have various rights in relation to the information that we hold about you, these include:

- The right to access information we hold about you and to obtain information about how we process it;
- In some circumstances, the right to withdraw your consent to our processing of your information, which you can do at any time. We may continue to process your information if we have any legitimate reason for doing so
- In some circumstances, the right to receive certain information you have provided to us in an electronic format and/or request that we transmit it to a third party
- The right to request that we rectify your information if it's inaccurate or incomplete
- In some circumstances, the right to request that we erase your information. We may continue to retain your information if we're entitled or required to retain it
- The right to object to, and to request that we restrict, our processing of your information in some circumstances. However, there may be situations where you object to, or ask us to restrict, our processing of your information but we're entitled to continue processing your information and/or refuse that request

You can exercise your rights by contacting us using the details set out in the 'More details about your information' section below. You also have a right to complain to the UK Information Commissioner's Office by visiting www.ico.org.uk, or to the data protection regulator in the country where you live or work.

12. WHAT WE NEED FROM YOU

You are responsible for making sure the information you give us is accurate and up to date, and you must inform us if anything changes as soon as

possible. If you provide information for another person (e.g. a joint account holder or a dependant), you'll need to direct them to this notice

13. PERSIA INTERNATIONAL BANK DOES NOT:

- Employ direct or indirect marketing
- Operate internet or interactive banking
- Provide mobile banking or Apps
- Provide ATM Services
- Use Cookies

14. WHERE WE STORE YOUR INFORMATION

- The information that we collect from you which is in paper form, is stored at our premises in secured lock cabinets.
- All electronic information you provide us is stored on our secure servers.

15. DISCLOSURE OF YOUR INFORMATION

We may disclose Your Information to third parties:

- If we are under a duty to disclose or share Your Information in order to comply with any legal or regulatory obligation, or as part of legal proceedings, or in order to enforce or apply our Terms and Conditions which apply to your accounts or to protect the rights, property, or safety of Persia International Bank Plc, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.
- If we use third parties to process Your Information on our behalf, for example, we use third parties to host the Site and to maintain our IT systems or, where we use third parties to process Your Information on our behalf, we will ensure that they have adequate security measures in place to safeguard Your Information.
- The third parties may include credit reference and fraud prevention and law enforcement agencies and identity and address verification agencies who may record and use Your Information and disclose it to other organisations for the purposes of debt tracing, fraud and money laundering prevention purposes.
- We may share information with credit reference agencies to verify your identity and suitability for an account. The credit reference agencies will record details which will form part of your credit history whether or not you proceed with your application. Applying to multiple lenders at the

same time may impact your rating, so if you do make several applications within a short period of time, this could temporarily affect your ability to obtain credit.

16. YOUR RIGHTS

You have the right to ask us not to process your Information for marketing purposes. We will only use Your Information for such purposes where you have consented to this. If you do not want to receive any marketing information from us and you wish us to stop using Your Information for marketing purposes, please advise us at CusServicesDept@persiabank.co.uk. If you would like to update or amend Your Information, please contact us at CusServicesDept@persiabank.co.uk.

17. ASKING US FOR INFORMATION

You have the right to request a copy of Your Information and to have any inaccuracies corrected. We will ask for confirmation of identity before we disclose any of Your Information and to have any inaccuracies corrected. We will ask for confirmation of identity before we disclose any of Your Information and may charge an administration fee to meet our costs in providing you with details of the information we hold about you.

If you want to see the information we have about you, please try to tell us exactly what information you want to see. This will help us to provide you with a better service. We will send you a copy of the information we have, if any, as soon as possible and at the latest within one month of receipt.

You must ask for the information in writing and give us information that allows us to be sure of your identity and address.

For example, tell us your:

- Full name
- Address
- Date of birth
- Account number

If you have any other reference numbers or information you think might help us to identify you.

18. WHERE TO SEND REQUESTS FOR INFORMATION

Send your requests to the Customer Service Department at **Persia** Int. Bank PLC. 6 Lothbury, London, EC2R 7HH

19. DATA CONTROLLER

Any information you provide to us is controlled by Persia International Bank Plc, which is registered as a data controller with the Information Commissioner under reference: **Z6429551**

20. CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our Privacy Policy in the future will be posted on our website www.persiabank.co.uk It is important that you review this Privacy Notice regularly to ensure that you are aware of any updates.