

# Privacy Notice for Disclosed Full Factoring

## Data protection privacy notice

This notice explains how we collect, create, use, share, store and delete your personal and business information. It sets out your rights under UK data protection law and regulation.

We are required to update this notice from time to time. If any changes significantly affect you, we'll let you know so you can exercise your rights.

This privacy notice applies to:

- **Disclosed Full Factoring** – Where we provide our clients with facilities through which they can access working capital to help run their businesses more efficiently, based on an assessment of the value of invoices issued by our clients to their customers (such as you) and of the creditworthiness of those customers.

This notice applies to Danske Bank UK, the trading name of Northern Bank Limited, a member of the Danske Bank Group (the Group). Companies within the Group will also look after your personal information based on this privacy notice.

The Bank has appointed a Data Protection Officer (DPO) who you can reach at Data Protection Officer, Danske Bank, Donegall Square West, Belfast, BT1 6JS or by emailing us at [yourprivacyrights@danskebank.co.uk](mailto:yourprivacyrights@danskebank.co.uk).

A copy of Danske Bank UK's full privacy notice can be found here, <https://danskebank.co.uk/SiteCollectionDocuments/how-we-use-personal-business-info.pdf>.

## Your rights

Under the UK Data Protection Act you have certain rights regarding your personal information

- **Right of Access** – You can ask if we process your personal information and request a copy
- **Right to Rectification** – If you believe the personal information we hold about you is inaccurate or incomplete, you can request us to correct it
- **Right to Erasure** – You can request us to delete your personal information. We will comply if no legal or regulatory reason requiring us to keep it
- **Right to Restrict Processing** – You can ask us to stop temporarily or permanently processing your personal information.
- **Right to Object to Processing** – You can object to processing of your personal information under certain circumstances

- **Right to Data Portability** – You can ask us to transfer your personal information to another party
- **Right to Withdraw Consent** – If you gave us consent to process your personal information, you can withdraw it at any time
- **Right to Object to Marketing** – You can ask us to stop processing your personal information for marketing purposes, however any marketing is only undertaken if we hold appropriate consent
- **Right Not to Be Subjected to Automated Decision-Making** – You can request human involvement in any decision that would have a legal effect on you

Exercising your rights is usually free and we typically comply within a month. However, this can be extended in certain circumstances.

More information on your rights can be found on the Information Commissioner's website, [ico.org.uk/for-the-public/](https://ico.org.uk/for-the-public/)

To exercise any of your rights, write to our Data Protection Officer at Danske Bank, Donegall Square West, Belfast, BT1 6JS, or email us at – [yourprivacyrights@danskebank.co.uk](mailto:yourprivacyrights@danskebank.co.uk).

### **Personal information we collect**

Depending on the services our clients, use, or are interested in, we will collect and process the minimum amount of personal information required to provide those products and services. For Disclosed Full Factoring this includes the following

- **Personal Details** – Such as your name, trading name, addresses, phone numbers, and email addresses
- **Financial Information** – This includes your credit rating, credit history, or information about debts you owe or your payment of them

Providing accurate information is essential to offering the best possible service. Please ensure the information you provide is correct and inform us of any changes as soon as possible.

### **How we collect your Personal information**

We may collect your personal information in several ways:

- **Directly from you** – This includes information you provide to us
- **From our customers** – Information from our customers from whom you purchase goods or services
- **From third parties** – Information that we have collected or received from credit reference agencies

## **Why do we collect and process your personal information**

We collect and use your personal information for a variety of reasons for which the Bank must have a legal basis for any processing. We list some examples of why and on which legal basis we process your personal information

- **To process applications** – To assess whether to offer disclosed full factoring services to our clients from whom you buy goods or services
- **To provide financial products** – To offer and administer our products and services to our clients
- **To communicate with you** – If we need to communicate, we may record and/or monitor phone calls for training and/or security purposes
- **To share information with credit reference agencies** – We may share your information with credit reference agencies solely to obtain credit information about you to assist with our assessment and decision making.

We have a legitimate interest in processing your personal data in this way, to enable us to make the credit decisions which are essential to allow us to provide our clients with Disclosed Full Factoring services.

For further information on 'lawful bases' used for data processing, you can refer to the [ICO website](#).

## **Third parties that we share your information with**

There are circumstances where we need to provide information to others to help us manage our relationship with you and our clients, when it's in your interest, and/or when we're under a contractual, legal, or regulatory obligation. Examples of when we share personal information include

- any advisers acting on our or the client's behalf so they can carry out their services to us or the client
- any Group Company, so they can assess the client's credit worthiness or decide whether to provide any further financial facilities to the client
- any person to whom you have agreed that information about you may be given or to whom we owe a legal obligation or public duty to disclose such information

## **Transfer of personal data outside of the UK**

Where any Group Company or other third party processing your information is based outside the UK or European Economic Area (EEA), we will ensure that your rights under Data Protection Laws are safeguarded through the appropriate protections.

For all transfers outside the UK we ensure that our transfer of your personal information is conducted in accordance with the UK regulation. You can read more on personal information transfers to third countries on the [ICO's website](#).

### **How long we keep your personal information**

We keep your personal information for the duration it's needed for the original purpose, or as required by law. This means we typically keep most of your personal information for as long as you're a customer of our client. After you stop being a customer of our client, we continue to store your personal information for up to 7 years for the following reasons

- **Complaints** – To respond to any complaint, or to demonstrate that we treated you fairly
- **Research** – To analyse personal information for research purposes
- **Regulatory Compliance** – To comply with legislative and regulatory requirements

Once we no longer need to retain your personal information in a form that identifies you, we will permanently delete or destroy it or anonymise it in a way that your identity is never recoverable.

### **Contact details and how to complain**

We always welcome your queries regarding your personal information or privacy rights. You can reach us by writing to

Data Protection Officer, Danske Bank, Donegall Square West, Belfast, BT1 6JS

Or email us at – [yourprivacyrights@danskebank.co.uk](mailto:yourprivacyrights@danskebank.co.uk).

We strive to maintain a high standard of service. However, if you have concerns about how we manage your personal information or privacy rights, we are committed to addressing them promptly and effectively. If you wish to register a complaint, please provide detailed information, including your personal details, a summary of your complaint, and any actions taken thus far. Use the contact details provided above.

Should you remain unhappy with how we managed your personal information, respected your privacy rights, or resolved your complaint, you have the right to complain to the Information Commissioner's Office. You can contact them by writing to –

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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