

Notification of Death (Personal Representative)

USE OF PERSONAL DATA

We are Secure Trust Bank PLC. When we use “we” in this notice, we mean us or anyone acting on our behalf. When we use “you”, we mean the Personal Representative(s).

Please read this notice to understand how and why we will process your personal information in connection with the information given on the Notification of Death form. This notice is given in addition to our Privacy Statement, which covers our processing of personal information more widely than only this application, and contains more details about how we will process your personal information.

Our Privacy Statement is published at <https://www.securetrustbank.com/privacy-statement> and you are encouraged to read this in full.

What information we collect

We process personal information:

- that you give us on the Notification of Death form;
- that you give us on any subsequent correspondence; and
- that we receive from third parties such as credit reference agencies.

What personal information we process

This personal information includes your:

- name;
- date of birth;
- address;
- telephone numbers; and
- bank details.

How we use your personal information

We use your personal information for the purpose of contacting you regarding the accounts of the deceased. We also use your personal information to undertake checks for the purposes of detecting and preventing crime, fraud, money laundering and sanction violations.

How we retain your information

The personal information that you provide will be retained by us in accordance with applicable laws. We take reasonable steps to destroy or anonymise personal information we hold if it is no longer needed for the purposes set out above. Our retention period for your personal information is 7 years after the account is closed.

How we share your information

For a Personal Representative:

Before we can begin the process to close the account and transfer any funds, we undertake checks to verify your bank details.

These checks require us to process your personal information with credit reference agencies. We use Equifax, TransUnion and Experian as our credit reference agencies. More information about the credit reference agencies and how they process your personal information is available at: www.equifax.co.uk/crain, www.transunion.co.uk/crain and www.experian.co.uk/legal/crain.

The consequences of these checks may mean that we cannot accept you as a Personal Representative.

We respect your rights

You have the right to request copies of certain personal information within our custody and control and details of how we use that information. Your request can be made verbally or in writing.

If you think any of the personal information we hold about you is inaccurate, you may also request it is corrected or erased.

You also have rights, in certain circumstances:

- to object to our processing of your personal information;
- to require us to stop processing your personal information.

Data Protection Officer

If you are unhappy about how your personal information has been used, please contact our data protection officer using the details set out below. You also have a right to complain to the Information Commissioner's Office (<https://www.ico.org.uk>), which regulates the processing of personal data.

Our data protection officer can be contacted by telephone or in writing:

Data Protection Officer
Secure Trust Bank
Yorke House
Arleston Way
Solihull, B90 4LH

Telephone queries can be made to: 0121 693 9100.