

King William House
2A Eastcheap
London
EC3M 1LH



Tel: 020 76269681
Fax: 020 72833830
Email: DPC@syndicatebank.co.uk

LONDON BRANCH

Privacy Notice

Introduction

This document refers to personal data, which is defined as information concerning any living person (a natural person who hereafter will be called the Data Subject) that is not already in the public domain.

The General Data Protection Regulation (GDPR) seeks to protect and enhance the rights of data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU. It should be noted that GDPR does not apply to information already in the public domain. Syndicate bank is pleased to provide the following Privacy Notice:

Personal Data

Syndicate bank uses the information collected from you to provide banking services. In you making initial contact you consent to Syndicate bank maintaining a dialogue with you until you either opt out (which you can do at any stage) or we decide to desist in promoting our services any information Syndicate bank holds about you or your business encompasses all the details we hold about you and any banking records and KYC information.

Syndicate bank will only collect the information needed so that it can provide you with banking services and ensure that the organisation is fully GDPR compliant.

In order to meet its contractual obligations, Syndicate bank utilises the following third parties:

Organisation	Service Description
DXC .Technology (Formerly known as Hewlett-Packard Enterprise Private Ltd.)	Core banking service integrator

Legal basis for processing any personal data

To meet Syndicate bank's contractual obligations to clients and to also respond to marketing enquiries.

Legitimate interests pursued by Syndicate bank and/or its clients

To promote the marketing and consulting services offered by Syndicate bank and/or to market the services and/or products offered.

Consent

Through agreeing to this privacy notice you are consenting to Syndicate bank processing your personal data for the purposes outlined. You may withdraw consent at any time by emailing DPC@syndicatebank.co.uk.or writing to us (see last section for full contact details).

Disclosure

Syndicate bank may on occasions pass your Personal Information to third parties exclusively to process work on its behalf. Syndicate bank requires these parties to agree to process this information based on our instructions and requirements consistent with this Privacy Notice and GDPR.

Syndicate bank do not broker or pass on information gained from your engagement with the agency without your consent. However, Syndicate bank may disclose your Personal Information to meet legal obligations, regulations or valid governmental request. The agency may also enforce its Terms and Conditions, including investigating potential violations of its Terms and Conditions to detect, prevent or mitigate fraud or security or technical issues; or to protect against imminent harm to the rights, property or safety of Syndicate bank, its clients and/or the wider community.

Retention Policy

Syndicate bank will process personal data during the duration of any contract and will continue to store only the personal data needed for ten years after the contract has expired to meet any legal obligations.

Data storage

Data is held in the UK and India using different (multiple) servers.

Your rights as a data subject

At any point whilst Syndicate bank is in possession of or processing your personal data, all data subjects have the following rights:

- **Right of access** – you have the right to request a copy of the information that we hold about you.
- **Right of rectification** – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- **Right to be forgotten** – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- **Right to restriction of processing** – where certain conditions apply you have a right to restrict the processing.
- **Right of portability** – you have the right to have the data we hold about you transferred to another organisation.
- **Right to object** – you have the right to object to certain types of processing such as direct marketing.
- **Right to object to automated processing, including profiling** – you also have the right not to be subject to the legal effects of automated processing or profiling.

In the event of Syndicate bank refusing your request under rights of access, we will provide you with a reason which you have the right to legally challenge.

Syndicate bank at your request can confirm what information it holds about you and how it is processed

You can request the following information:

- Identity and the contact details of the person or organisation (Syndicate bank) that has determined how and why to process your data.
- Contact details of the data protection Champion, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of Syndicate bank or a third party such as one of its clients, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority (Data Protection Regulator).
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

To access what personal data is held, identification will be required

Syndicate bank will accept the following forms of ID when information on your personal data is requested: a copy of your national ID card, driving license, passport, birth certificate and a utility bill not older than three months. A minimum of one piece of photographic ID listed above and a supporting document is required. If Syndicate bank is dissatisfied with the quality, further information may be sought before personal data can be released.

All requests should be made to DPC@syndicatebank.co.uk or writing to us at the address further below.

Use of cookies

A cookie is a small data file that certain Web sites write to your computer's hard drive when you visit such sites. A cookie file can contain information such as a user identification code that the site uses to track the pages you have visited and use the information commercially. We do not use cookies on our web site.

Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Syndicate bank or its partners, you have the right to complain to Syndicate bank CEO. If you do not get a response within 30 days you can complain to the Data Protection Regulator.

Rights to be forgotten and Rectification

In the event that you wish to exercise your option to erasure or rectification of the personal data being processed by Syndicate bank or its partners, you should contact the Data Protection Champion or IT Manager.

The details for each of these contacts are:

Chief Executive Officer,
Syndicate Bank,
2A East Cheap,
London
EC3M 1LH
Email: DPC@syndicatebank.co.uk.