

| Types of personal information   | Purpose/Activity   | Legal basis for processing  |
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| <p>Identity details including your name and date of birth.</p> <p>We may ask for copies of identity documents in which case we may collect details including your place of birth and residential address.</p> | <ul style="list-style-type: none"> <li>· To carry out money laundering and financial checks and for fraud and crime prevention and detection purposes.</li> <li>· We will only ever use copies of identity documents for this purpose.</li> <li>· We collect and process this personal information in order to comply with our legal and regulatory requirements.</li> </ul>   | <p>Compliance with a legal obligation</p>   |
| <p>Your contact details including your name, postal, phone and email address(es) and other personal details about you including your title, job title, marital status and date of birth.</p>                  | <ul style="list-style-type: none"> <li>· To contact you in order for us to manage, administer and provide our services to you.</li> <li>· To respond to any correspondence and service-related enquiries you send to us in respect of our services.</li> <li>· To discuss products or services for which you apply or may be interested in applying for.</li> <li>· To manage any applications that you make for products or services.</li> <li>· To communicate any updates to you including any changes to our services, the terms and conditions of any services which we have provided to you, any changes to this Notice and to our websites.</li> <li>· To contact you in order to receive your feedback on our services and to participate in related surveys.</li> </ul> | <ul style="list-style-type: none"> <li>· Performance of a contract with you</li> <li>· Necessary for our legitimate interests (to respond to new or existing customer queries and refine our provided services)</li> <li>· Consent</li> </ul> |

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| <p>Financial information relating to you, including pension contributions and current value, salary, bank account balances, credit card balances details of investments and payment card details.</p> | <ul style="list-style-type: none"> <li>· To evaluate your eligibility for products, including making credit searches with credit reference agencies and fraud searches with fraud prevention agencies.</li> <li>· To enable us to advise you on your financial circumstances and the appropriateness of specific courses of action and products.</li> <li>· We collect and process this personal information for our legitimate business interests.</li> <li>· To enable you to make payments for our services.</li> <li>· We collect and process this personal information as is necessary for the entry into and performance of any agreements between us (i.e. to assess whether you are eligible for products, and once an agreement has been entered into between you and us, so that we can collect payments from your payment card).</li> </ul> | <ul style="list-style-type: none"> <li>· Performance of a contract with you</li> <li>· Necessary for our legitimate interests (to respond to new or existing customer queries and refine our provided services)</li> </ul> |
| <p>Details of your dependents (name, address and date of birth)</p>   | <ul style="list-style-type: none"> <li>· To enable us to provide you with services that you have requested that would involve, or have an impact on, your dependents (who may be adults or minors). Where those dependents are adults, please make sure that you have their permission to provide us with their personal information.</li> </ul>   | <ul style="list-style-type: none"> <li>· Performance of a contract with you</li> </ul>   |
| <p>Details of contact that we have had with you such as meetings with you, fact-finding discussions and documentation, recommendations, referrals and quotes.</p>                                     | <ul style="list-style-type: none"> <li>· To allow us to provide a professional service to you and to contact you with information about other services of ours that we think you may be interested in).</li> </ul> <p>Please see section below entitled <i>“When we record communications”</i> for more information</p>  | <ul style="list-style-type: none"> <li>· Necessary for our legitimate interests (to respond to new or existing customer queries and refine our provided services)</li> </ul>   |
| <p>Details of services you have received.</p>   |  |  |
| <p>All of the personal information</p>  | <ul style="list-style-type: none"> <li>· We may disclose your personal information to third parties where we are required to do so to comply with applicable laws and regulatory requirements</li> </ul>   | <ul style="list-style-type: none"> <li>· Compliance with a legal obligation</li> </ul>   |

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| described above. | <p>including in circumstances where we are required to do so by a court order, regulatory authority or any other third party with the lawful right to request and receive the personal information we hold about you (including law enforcement agencies and tax authorities).</p> <ul style="list-style-type: none"> <li>We may also use your personal information where it is necessary for us to take legal advice in order to establish our legal rights, to bring a claim against you or any related parties or to defend a claim from you or any related parties.</li> </ul> | <ul style="list-style-type: none"> <li>Necessary for our legitimate interests (to respond to new or existing customer queries and refine our provided services)</li> </ul> |
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Depending upon the types of products and services you require, we may also need to collect information from and about you which the law considers to be sensitive, such as data about your physical or mental health, which we refer to as “**special category personal data**”. The special category personal data that we may ask you to provide, and the reasons why we ask you to provide it, are as follows:

| Types of special category personal data                        | Why we collect it  | Legal basis for processing  |
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| Information about your physical or mental health or condition. | <p>Certain products and services that you request may require this information. Specifically, in order for us to advise you on and to submit applications for health or life insurance products and services, we will need to collect information relating to your physical and mental health in order to obtain accurate quotes and to advise on the suitability of products (as insurance premiums and eligibility for products will in part depend on your physical and mental health). We will usually collect this information in the course of meetings with you, on specific questionnaires or in the process of completing an application form for such products and services.</p> | <ul style="list-style-type: none"> <li>Performance of a contract with you</li> <li>Consent</li> </ul> |
| Information about your racial or ethnic origin                 | <p>Some providers may ask for this information in the course of your application for their products or services. We will never ask for this information for our own purposes.</p>  | <ul style="list-style-type: none"> <li>Performance of a contract with you</li> <li>Consent</li> </ul> |