

# Undeb Credyd y Barcud Coch Cyf

## Privacy Policy

27 May 2018

1. The Credit Union is required by law to obtain from its members identification information to identify the member as a person and to verify the member's address. This is to comply with the Government's Anti Money Laundering Regulations. We need to have your legal name with up to two forenames (to help to ensure non-ambiguity).
2. In addition we collect other personal information needed to enable us to manage your credit union account(s), such as telephone numbers and email address.
3. We hold this information securely in conformance with the General Data Protection Regulations (GDPR) as part of your membership record and documentation, in electronic and hard copy format.
4. We need to keep this information while your credit union account is active and for some period thereafter as specified in our Registered Rules.
5. We do not reveal your personal information to persons or organisations outside the credit union except under the following circumstances:
  - 5.a. To our auditors to enable them to perform the Annual Audit required by the Financial Regulators;
  - 5.b. We are required to do so by a law enforcement agency;
  - 5.c. In the event of a default on a loan from the credit union, we may pass your personal information to a tracing or debt collection agency to enable them to attempt to recover the outstanding debt, which is money owned by other members of the credit union.
6. We are required by law to re-confirm your identity and address information periodically and we will do this when we send notification of Annual General Meeting and at other times at our discretion, for example if you apply for a loan or a withdrawal from savings.
7. You have a responsibility to notify us as soon as possible of change of address or change of name, for example on marriage.
8. The protection of your savings under the Financial Services Compensation Scheme (FSCS) is dependent on the credit union holding valid identification information.
9. Under the GDPR you have a right to request a copy of the personal information we hold about you. You can ask for this by letter to the address below, by leaving a message on the telephone numbers given below or by using the Member enquiry form on our web site.
10. The GDPR gives you the right 'to be forgotten'. Being forgotten is clearly inconsistent with remaining a member of the credit union so it would be necessary to leave the credit union having repaid any liabilities such as loan balances and interest due.

Undeb Credyd y Barcud Coch Cyf, The Old Tourist Information Centre,  
Groe Car Park, Builth Wells LD2 3BL Telephone: 01982 551000 or 01597 824000.  
[www.redkitecreditunion.co.uk](http://www.redkitecreditunion.co.uk)