

How we use your information

For our younger members and customers.

What information do we collect?

Nationwide helps you and your parents or guardians look after your money. To do this, we need information about you.

That's things like:



- your name
- who your parent or guardian is
- where you live
- how old you are
- your account number (this is an important number we've made just for you and your money)
- information about any extra help you might need from us

When we collect information about you, we must follow rules to make sure you know how we'll use it and that we're being fair.

If you need any help reading this, or you don't understand something, you should speak to your parent or guardian.

Where do you get my information from?

We collect information about you when your account is opened or when you use our services. Sometimes, we get information from someone else.

Why we collect and use your information

We do this so we can:



Make sure we know who you are.



Make sure you can manage your money with us, like pay money in, save money, spend it, have a bank card and get hold of your money online.



Keep your money safe and protect you from fraud (where someone pretends to be you, so they can trick you out of your money).



Follow the rules around how you're able to manage your money.



Give you the best service we can and make sure you stay happy with us looking after your money.

We'll keep your information for as long as you let us look after your money, plus another six years.

How we use your information (continued)

When do you share my information?

There are rules which mean we have to share your information to help keep you and your money safe.



There may be times when we share your information with your parent or guardian.

We also share your information to help make sure we give you the best service we can.



We only do this if you've said ok or it's the right thing to do to help you look after your money.



What can I ask about my information? Can I see it?

Because it's all about you, the rules protecting your information sometimes mean you have a say in how it's used.

You can ask:



to see a copy of it and for us to send it to another building society or a bank



for us to stop doing something with your information
for a real person to check something



us to delete your information when we don't need it any more
us to correct something that's wrong.



We promise if you ask us to do something, we'll come back to you within a month.

Also, there is an Information Commissioner. They make sure Nationwide follows the rules to protect your information. If you'd like to, you can get in touch with them.

You can find out more about your rights and how we use your information at nationwide.co.uk/privacy