nationwide

Collecting 'special category' and sensitive personal information

What special category data might we ask for?	Why do we process this special category data?	Who might we disclose this special category data to?
Details about your health and disability.	So that we can understand your specific circumstances and provide you with the service and/or additional support that's needed. In some cases, the information may be used to make decisions as to how we contact you as part of your relationship with us. For example, you might ask us to send statements in braille. In most cases, we will ask for your consent when collecting this information. However, if you contact us by post or online we will assume you are happy for us to record the information – unless you tell us not to.	We will disclose this special category data when we have your authority to do so, or under substantial public interest. For example, if you've requested our braille or Type Talk services, we'll share your information with the suppliers who provide these to fulfil your request.
Details about your health, required for insurance policies or investment products.	To understand your needs and determine whether you are eligible for the policy. In most cases, we'll ask for your consent when collecting this information. However, if this information is provided by someone acting on your behalf, we will record what information has been provided and who gave it to us.	With your permission, we may share this information with insurance partners, particularly where we are completing the application on your behalf.
Biometric information, which maybe held by our trusted third parties and Nationwide like a biometric map of your face and the selfie you provide.	We use advanced technology and processes (such as biometric information) to help protect your information and also confirm your identity. These include fingerprint, voice and image technology, which create a map of your fingerprint, an image of your face or a sample of your voice. This data is then intelligently analysed to confirm a match when you use your fingertip, facial image or voice recording to access products and services (e.g. the Banking app). We will ask for your consent when this kind of data is first collected (for example, when you set up selfie authentication). If you choose to use facial biometrics (selfie), the biometric map of your face may be refreshed, to help keep it up to date. You can withdraw your consent at any time.	In some cases, we work with trusted third parties who create and store your biometrics. You may choose to use biometric information stored on your personal devices to access our products and services (e.g. when you access the Banking app using Touch ID). But, we don't collect this information from your device.

Behavioural biometrics data relating to the physical, physiological, or behavioural characteristics of a person. (e.g. individual's interaction with their computer or smartphone device, including the use of their keyboard, mouse and/or the way in which they hold and interact with their device).	We use this information to detect and prevent fraud, unlawful acts and money laundering as it is in the public interest to do so.	The data is collected and processed by one of our third-party suppliers, however it will never be shared or disclosed to any other organisations.
Searches made, as part of our regulatory obligations, which identify that someone has or may have a criminal conviction.	We run searches with fraud prevention and credit reference agencies, in certain circumstances, and these may provide information about someone's criminal convictions. We use this information to detect and prevent fraud, unlawful acts and money laundering as it is in the public interest to do so.	Information is shared with fraud prevention, credit reference and, if necessary, law enforcement agencies. This information may also be shared with our insurance partners if you have a policy or product with them.
Information obtained during your relationship with us e.g. payments to a trade union or political party.	We use details of payments made to/from your account so that we can make the payment you have requested, and/or make sure you receive any payments made to you. This may include details of a payment you have made to a trade union or political party. We may also become aware that you have a criminal conviction e.g. if your address is updated to that of a prison.	Information is shared with third parties to process payments. Information about criminal convictions may be shared with our insurance products if you have a policy or product with them.

Nationwide Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 106078. You can confirm our registration on the FCA's website **fca.org.uk**

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P3708 (June 2026)