

# Automated decision making



**Nationwide**

**Building Society**

## What information we put in

- Information you provide us as part of your credit application (e.g. your income)
- Information we already know about you (e.g. other products you hold with us)
- Information about your transactions and how you use our services
- Information about the devices you use
- Information about you held with credit reference and fraud prevention agencies
- Existing data we hold for modelling purposes
- Information gathered from third parties.

## How we use this information

- To validate the information you have provided us
- To make sure our credit scoring system is fair
- To create profiles about you through analysing the information
- To better understand trends in traits and behaviours
- To make predictions on potential fraudulent behaviour
- To analyse the data to improve our services.

## Why we do this and how it benefits you and Nationwide

- To comply with our requirements as a responsible lender
- To prevent fraud and money laundering by keeping your money and identity safe
- To make sure we are fair and consistent in how we treat our customers and members
- To make our processes efficient
- To allow us to offer benefits where we can to our members e.g. identify that you be eligible for a loyalty product
- To manage our risk appropriately
- To trigger alerts when there is unusual activity on your account.