



Privacy Notice

For ages 12-17

COVENTRY
Building Society



Hello

We're Coventry Building Society.

When you first save your money with us, or your parents or guardians open an account for you, we ask for some personal information about you. We need your information to help look after your money.

This leaflet tells you what information we ask for, why we ask for this and what we do with it.

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

What personal information do we ask for?

We ask for things like:

- your name
- who your parent or guardian is
- where you live
- your age
- proof of identification (ID): like your birth/adoption certificate.



If you ever visit our website, we'll use something called cookies. Cookies are small text files placed on your computer, tablet, or phone to make our site easy to use. It also helps us understand how people use it - every website you go to uses these.

Why do we need this?

We need this information so we can:

- look after your account and keep your money safe
- follow all the rules we need
- protect you, other people, and our business.

We have to have a good reason to use your information – it's called a 'legal basis'. The reasons above are part of this, but it also includes:

- when you've specifically said we can use your information, called consent
- when we want to do something different, like see how people use their accounts, so we can make new products.

We'll never send you information about new accounts or services whilst you're under 18.



How long do we keep your information?

We have rules that we need to follow. They tell us to keep your information for as long as you have an account with us. And for seven years after you close it.

Do we share your information with anyone else?

Sometimes we need to share your information with other people or businesses. When we do, we make sure that they look after it just like we would. We may share your information with:

- your parent or guardian – if they help you look after your money
- people who make sure we're doing our jobs to look after your money and our business properly
- businesses that help us give you the best service, like printing letters or helping with our technology.

What rights do you have?

You have a say in how your information is used because it's your information. You can:

- ask us for a copy of it
- ask us to send it to another bank or building society
- ask us to stop doing something with your information
- ask for a person to look at something that a computer has helped us with first
- ask us to delete your information
- ask us to fix your information if it's wrong
- ask us how we use your information.

You can ask us by speaking to someone in branch, calling us or visiting coventrybuildingsociety.co.uk/privacy. When you ask us to do something we have one month to do it, but sometimes it might take longer. If this happens, we can tell you that we need two more months.

We also told you above that there are some rules we need to follow when we look after your information and money. This might mean that we can't always do what you ask – but we'll always tell you when we can't and why.

What to do if you're unhappy or would like to know more?

We try our best to do what's right for you. If you're not happy with something we're doing, please tell us so we can fix it.

If you're still not happy you can speak to the Information Commissioner's Office (ICO). They make sure we follow rules to protect your information. Visit their website to learn more at **ICO.org.uk**.

There's lots more information in our full Privacy Notice, which you can find at **coventrybuildingsociety.co.uk/privacy**. If you need help reading it, or don't understand something, ask your parent or guardian to help you.





Contact us

At a branch

For details of our opening hours
visit [thecoventry.co.uk](https://www.thecoventry.co.uk)

Online [thecoventry.co.uk](https://www.thecoventry.co.uk)

By phone 0800 121 8899

By post Oakfield House, PO Box 600, Binley, Coventry CV3 9YR.

Coventry Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (www.fca.org.uk) and the Prudential Regulation Authority (firm reference number 150892).

Our Customer Service Centre is open Monday to Friday 8am-7pm and Saturday 9am-2pm.

Calls to 0800 numbers are free when made from the UK. You may be charged for calls to all other numbers, please contact your service provider for further details. We may monitor, record, store and use telephone calls to help improve our service and as a record of our conversation.

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