



Privacy Notice

For ages 7-11

COVENTRY
Building Society



Hello

We're Coventry Building Society.

We help you and other people look after your money. To do this, we need to keep some personal information about you.

In this leaflet we'll tell you what we do with it and why we need it. And also how we keep it safe. We have to follow some rules too!

If you need help reading this, let your parent or the person who looks after you know.

It's all about you

We ask for things like:

- your name
- who looks after you
- where you live
- how old you are
- your account number (we use this to keep your money safe).

Why we ask for your information

It's so we can:

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

The rules mean that we have to keep your information for 7 years after you've closed your last account with us.



Sometimes we need to tell other people

There are times when we need to share your information. This helps us to look after you and your money. We might share it with:

- whoever looks after you – if they help you with your money
- people who check that we're doing our jobs right
- businesses who help us give you the best service, for example that send our emails or help us print letters.

What if I want to know more?

It's your personal information so at any time you can ask us:

- for a copy of the information we hold about you
- to send your information to another building society or bank
- to delete your information if we don't need it anymore
- to fix your information if it's wrong
- to get a real person to check something if a decision was done automatically
- how we use it or tell us to stop using it.

We have one month to do what you ask us. If we can't do it or need a bit longer, we'll tell you.

There's lots more information in our full Privacy Notice. You can find it at coventrybuildingsociety.co.uk/privacy. If you need help reading or understanding it, ask your parent or the person who looks after you 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.

Information correct at time of going to print (November 2023).