

FNZ Securities Privacy Policy for Custody Services

1 Who we are

- 1.1 This privacy policy will explain how FNZ Securities Limited (**we** or **us**), a company incorporated under the laws of England with registered no. 09486463 with its registered office at Suite 1, 3rd Floor 11-12 St. James's Square, London, United Kingdom, SW1Y 4LB (**FNZ Securities**) collects and processes your personal data as a controller when we provide execution, settlement, custody and associated services to you (**Custody Services**) in accordance with the Custody Terms of Business that have been provided to you alongside this privacy policy. Reference to "Client Firm" means the provider of your investment products.
- 1.2 FNZ Securities is authorised and regulated by the FCA. It appears on the UK's financial services register with firm reference 733400.
- 1.3 When providing you with the Custody Services, we and the **Client Firm** may share personal data about you between us in order for us to deliver the Custody Services to you. In doing so we each act as separate controllers of your personal data and are each responsible for your data in this context.
- 1.4 It is important that you read this privacy policy together with any other privacy policy or fair processing notice that we and/or the **Client Firm** may provide you on specific occasions so that you are fully aware of how your data is being used in the context of the Custody Services. This privacy policy supplements other notices provided by us and/or the **Client Firm** and privacy policies and is not intended to override them.
- 1.5 If you have any questions about this privacy policy, including any requests to exercise your legal right, please contact UKDataProtection@fnz.co.uk or write to us at 10th Floor, 135 Bishopsgate, London, EC2M 3TP.

2 Changes to the Privacy Policy and your duty to inform us of changes

- 2.1 We keep our privacy policy under regular review. This version was last updated on 22nd September 2022.
- 2.2 It is important that the personal data we hold about you is accurate and current. Please keep us informed if any personal data you have given to us as part of the services changes during your relationship with us.

3 What data do we collect?

- 3.1 FNZ Securities collects the following data about you from the Client Firm:
 - **Personal identification information:** including your name, address, email address, date of birth, and phone number);
 - **Legal information:** national identifiers, copy documents relating to your identity, nationality and citizenship such as birth certificate, passport, proof of address documents, marriage certificates;
 - **Financial Information:** information based on your cleared cash, securities relating to your account, any receiving dividends, interest payments and other entitlements accruing (excluding scrip dividends) on your account;
 - **Tax Information:** your National Insurance no, residency, nationality and other Anti-Money Laundering, and Know Your Client information;
 - **Transactional Information:** your transactional information (including your instructions), account details (bank account number and sort code), and account authentication details;
 - **Communication Information:** information we capture through your communications with the Client Firm (or us should we need to contact you, however, please note that you may only

communicate with us through the Client Firm, e.g. telephone conversations, emails and instant messaging;

3.2 We may also generate and collect **Product Use Information**, which is information *about how you use the Custody Services*, directly from your use of the Custody Services.

3.3 We also collect special category personal data about you. We only collect and use this information where you have given us explicit consent or where permitted by the law. Information in this category includes:

- Information about your health; *and*
- *Criminal convictions and offences (needed for fraud prevention, anti-money laundering and to meet legal obligations);*

3.4 All communications with us should be made through the Client Firm. However, if we have cause to contact you or you contact us, we may record all telephone conversations relating to your account including, but not limited to, recordings of investment instructions for training, monitoring and fact verification purposes.

4 How do we collect your data?

4.1 Generally, we collect personal data about you:

- **Sign up to Custody Services:** *when you agree to receive the Custody Services via the Client Firm (acting as your agent);*
- **Use of our Custody Services:** *when we deliver the services to you and communicate with you (through the Client Firm in respect of the Custody Services).*
- **From Third Parties:** *we will also collect personal data from the Client Firm and other third parties throughout the course of your relationship with us, (such as SIPP or ISA providers), from credit reference agencies (e.g. Experian) and fraud prevention agencies (e.g. CIFAS), from Payment card networks (e.g. MasterCard), from the Government and their agencies (e.g. HM Revenue & Customs), and from public records (e.g. the electoral roll).*

5 How we share your personal data

5.1 We may share your personal data with:

- *the Client Firm to enable us to work together to deliver the Custody Services to you;*
- *our group of companies for administrative purposes and to enable the provision of the services;*
- *other companies, commercial partners, agents and professionals who provide products, services and administrative support to the FNZ Group (e.g. our IT Suppliers and auditors);*
- *Anyone we may transfer our rights and duties under any arrangement to;*
- *Credit reference agencies (CRAs) and fraud prevention agencies;*
- *UK and overseas regulators, authorities and their service providers (e.g. the Financial Conduct Authority);*
- *UK and overseas tax authorities (e.g. HM Revenue & Customs);*
- *UK and overseas law enforcement agencies (e.g. the National Crime Agency); and*
- *Any other regulators or other parties if we are required to do so to meet our legal obligations.*

5.2 The identities of the CRAs, their role as fraud prevention agencies, the data they hold, the ways in which they use and share information, data retention periods and your data protection rights with the CRAs are explained in more detail in the CRA Information Notice (**CRAIN**). You can find this on each of the CRA websites at:

- experian.co.uk/crain

5.3 We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

6 Legal basis

6.1 We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- **Legal obligation:** we are required by law to process your information, e.g. to verify your identity, for fraud checking purposes or as otherwise required by our regulators.
- **Performance of a Contract:** the information needed to deliver the Custody Services we'll need to hold your account information and transaction data to provide you with the Custody Services, and give you your account statements and reports (via the Client Firm).
- **Consent:** in some cases we may obtain your consent to use information in a particular way or where the law requires consent to be obtained. Whenever 'consent' is the only reason for us using the information you have the right to change your mind and change or withdraw your consent.
- **Legitimate interest:** we're allowed to use your information where, on balance, the benefits of us doing so are legitimate and not outweighed by your interests or legal rights. Our legitimate interests are to provide you with the services in accordance with the terms of our agreement, and for market research and analysis including developing statistics (we may anonymise your personal data prior to this).

7 How will we use your data?

7.1 FNZ Securities collects and processes your data so that we can provide you with the Custody Services in accordance with our contract with you for such services, including:

| Purpose of processing | Legal Basis |
|---|--|
| To check your identity and eligibility for an account | <i>Performance of a Contract; Legal obligation</i> |
| To manage your account | <i>Performance of a Contract; Legal obligation</i> |
| To transfer cash or investments from your account to meet your settlement and other obligations to us | <i>Performance of a Contract; Legal obligation</i> |
| To administer any joint accounts | <i>Performance of a Contract; Legal obligation</i> |
| To accept your instructions through the Client Firm and issue you with any reports requested by you via the Client Firm | <i>Performance of a Contract; Legal obligation</i> |
| To settle your account through commercial settlement systems | <i>Performance of a Contract; Legal obligation</i> |
| To close your account if it becomes dormant or on termination of our agreement | <i>Performance of a Contract; Legal obligation</i> |
| To deal with any unclaimed investments on your account | <i>Performance of a Contract; Legal obligation</i> |
| To provide you with reports and statements relating to your account | <i>Performance of a Contract; Legal obligation</i> |

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| Assess risk and carry out risk scoring | <i>Performance of a Contract; Legal obligation; Legitimate interests</i> |
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8 How do we store your data?

- 8.1 We will take all reasonable technical and organisational security measures to prevent the unauthorised or unlawful processing of your personal data and accidental loss or destruction of, or damage to, such data.
- 8.2 We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

9 How long will you use my personal data for?

- 9.1 We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you. For further information on our retention periods please contact: UKDataProtection@fnz.co.uk.
- 9.2 In order to satisfy regulatory requirements, we will retain information after your account has been closed. This will include applications that do not proceed.
- 9.3 To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

10 International Transfers

- 10.1 Whenever we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:
- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data; and/or
 - Where we use certain service providers, we may use specific contracts approved for use in the UK which give personal data the same protection it has in the UK;
- 10.2 Please contact us at UKDataProtection@fnz.co.uk if you want further information on the specific mechanism used by us when transferring your personal data out of the UK.

11 What are your data protection rights?

- 11.1 We would like to make sure you are fully aware of all of your data protection rights. You are entitled to the following rights in certain circumstances:
- **The right to access:** You have the right to request copies of your personal data. You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.
 - **The right to rectification:** You have the right to request that we correct any information you believe is inaccurate. You also have the right to request to complete information you believe is incomplete.
 - **The right to erasure:** You have the right to request that we erase your personal data, under certain conditions. However, most of the data held by us would be covered under regulatory requirements for retention.

- **The right to restrict processing:** You have the right to request we restrict the processing of your personal data, under certain conditions, but that may result in us not being able to service your account.
 - **The right to object to processing:** You have the right to object to processing of your personal data, under certain conditions, but that will result in suspension of your account.
 - **The right to data portability:** You have the right to request that FNZ Securities transfers the data that we have collected to another organisation, or directly to you, under certain conditions.
- 11.2 If you make a request, we have one month to respond to you. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.
- 11.3 If you have any questions about our privacy policy, the data we hold on you, or you would like to exercise one of your data protections rights, please do not hesitate to contact us at UKDataProtection@fnz.co.uk.

12 How to make a complaint

Should you wish to report a complaint or if you feel that we have not addressed your concern in a satisfactory manner, you have the right to complain to the Information Commissioner's Office. <https://ico.org.uk/global/contact-us/>