

## ANNEX 1 - PERSONAL INFORMATION WE COLLECT

Category of personal information	How we use it	Legal basis for processing
<p><b>Contact details, IT and communications information</b></p>	<p>To record and/or monitor telephone conversations so as to maintain service quality and security, for staff training and fraud monitoring and to deal with complaints, disputes and potential and/or actual criminal activity.</p> <p>To prevent unauthorised access and modifications to our systems and for data security purposes.</p>	<p>It is necessary for our legitimate interests to monitor the quality of our services and to prevent and detect criminal activity and security breaches that could be damaging for us and for you.</p> <p>It is necessary in our legitimate interests to prevent and detect criminal activity and security breaches that could be damaging for us and for you.</p> <p>To comply with our legal and regulatory obligations.</p>
<p><b>Contact details, employment information, IT and communications information</b></p>	<p>Provision of customer support and to administer the Site (including troubleshooting and resolving technical issues)</p> <p>To communicate with you regarding changes to our policies, other terms and other administrative information such as reminders, technical notices, updates and security alerts</p> <p>To provide you with information and materials that you request from us.</p> <p>For operational reasons, such as improving efficiency, training and quality control.</p>	<p>It is necessary in our legitimate interests, namely to ensure we are able to resolve any issues you have in accessing the Sites or using our services.</p> <p>It is necessary in our legitimate interests, namely to ensure you are aware of any changes to our policies, terms and other such technical updates.</p> <p>It is necessary in our legitimate interests to respond to your queries and provide any information and materials requested in order to generate and develop business.</p> <p>It is in our legitimate interests to be as efficient as we can so we deliver the best service for you.</p>

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<b>Contact details, marketing preferences</b>	Marketing and advertising (including sending you newsletters, inviting you to events and functions which we consider may be of interest to you and measuring the effectiveness of our marketing)	<p>Either consent (if required under applicable law) or it is necessary in our legitimate interests, namely marketing and advertising to our contacts and customers.</p> <p>You have the right to opt out of receiving direct marketing communications from us at any time by contacting your current relationship manager or using the “unsubscribe” link in emails.</p>
<b>Technical information (such as browser type, IP address etc.) and usage data (pages you viewed and searched for, length of visits to certain pages etc.)</b>	<ul style="list-style-type: none"> <li>• Analytics</li> <li>• Improve the Site to ensure that content is presented in the most effective manner for you</li> <li>• To ascertain your preferences</li> </ul>	Consent.