

Privacy Notice Summary

Making it clear what we do with
your personal information



The General Data Protection Regulation, known as GDPR, will ensure you have more control over how your personal information is used.

At Darlington Building Society we take your privacy seriously. As part of our relationship with you we have a responsibility to make sure that you are aware of what we do with your information and how we look after it.

This summary explains what personal information we process, where we get it from, why we need it, who we share it with, when consent is needed for your information, how long we keep it for and your data protection rights.



What personal information do we process and why?

Your personal information is an important part of our service. The main reasons we use your information is to:

- Provide you with our products and services;
- Communicate information about products and services you have with us;
- Operate and maintain the products or services you have with us;
- Help us detect and prevent fraud;
- Fulfil legal or regulatory requirements

The type of information we ask for could be:

- Personal details (name, address, nationality and date of birth);
- Financial details (savings, expenditure, tax status, loans and borrowings);
- Employment details (salary, job type and employment status)

These are a selection of the main types of information we would ask for, however, in some instances we would require further details. For example, if you apply for a joint account or you need a guarantor we will also ask for their information.

A complete list of the information we ask for and why is contained in our full privacy notice.



Where do we get your information from?

Most of the information we process comes directly from you. In some instances we collect some information from third parties such as a credit reference agency or your employer (if you are applying for a mortgage with us). If you apply for a mortgage through a broker, they will gather your personal information and transfer it to us.



Sharing and transferring your information

Under certain circumstances we need to share your data with third parties. We will only do so when there is a specific requirement for us to provide this information as per the reasons outlined above.



Processing with your consent

We will ask you for specific consent to process your information for direct marketing and for some categories of personal data such as about your health. We provide additional products and services through our carefully selected third parties. We will only provide these companies with your information when you have provided your consent.

You can change your mind about the choices you have made at any time. You just need to tell us in branch, by phone, by email or on our website.



Keeping your information

Keeping your personal information safe and secure is important to us. We keep your information securely for as long as we legally need it and no longer. You should get in touch with us as soon as possible if your personal information changes such as your correspondence address. You can do this on our website, by writing to us or popping into a branch



Your data protection rights

All individuals have rights in respect of personal information that organisations hold about you.

- The right to be informed about your processing of your personal information;
- The right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed;
- The right to object to processing of your personal information;
- The right to restrict processing of your personal information;
- The right to have your personal information erased;
- The right to request access to your personal information and to obtain information about how we process it;
- The right to move, copy or transfer your personal information;
- Rights in relation to automated decision making which has a legal effect or otherwise significantly affects you.

Further Information

You can find more details in our full privacy notice which you can find on our website www.darlington.co.uk/privacy-notice or ask us for a copy in branch, over the phone or by email.

You can also get in touch with our Data Protection Officer, by email: Dpo@darlington.co.uk or by post at: Darlington Building Society, Sentinel House, Morton Road, Darlington, DL1 4PT.

How can we help you?



Saving Money

Our range of savings accounts are carefully designed to suit your needs. Whether you're looking to save tax-free, save regularly for a special occasion or encourage a young family member to save their pocket money, our friendly consultants will help you find the right account.



Moving on

Looking for a mortgage?

We would be delighted to help you with your mortgage needs. Whether you are a First Time Buyer or require a Remortgage we can provide expertise and guidance you can trust.

Already have a mortgage with us?

Have a Darlington Building Society mortgage already but want to make some changes? You might be looking to switch your deal that's coming to an end or want to borrow additional funds on your existing mortgage. Whatever you need we're here to help.



Independent Financial Advice

We all want to know that our futures are secure and that we have enough money to be comfortable in later life. We've teamed up with Wren Sterling, a leading national independent financial advice provider, to help you look after your future. Whatever your age or financial situation you could benefit from an independent financial review.

 Your home may be repossessed if you do not keep up repayments on your mortgage.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered Number 205895. We are a member of the Building Societies' Association.

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