



# Virgin Money UK PLC – Shareholders Privacy Notice

Virgin Money UK PLC is a “data controller”. This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

## The kind of information we hold about you

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We will collect, store, and use the following categories of personal information about you which can be used to identify an individual:

- Personal contact details such as name, title, addresses, telephone numbers, personal email addresses, national insurance numbers and bank account details.
- We will not use any other or special categories of personal data but we may collect additional personal data not listed above and you will be notified of any such requirement before you are asked for this personal data.

## How is your personal information collected?

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We collect personal information about you from you when you provide this information on becoming a shareholder.

## Situations in which we will use your personal information

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Virgin Money UK PLC is required to maintain a list of shareholders which is held by Virgin Money UK PLC’s Registrar, Computershare Investor Services PLC. Virgin Money UK PLC must also contact shareholders with communications concerning annual reports, dividend information, shareholder circulars and other such information. These may also be carried out by Computershare or directly by Virgin Money UK PLC as required.

## Data sharing

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We may share your personal information to fulfil regulatory obligations by Virgin Money UK PLC. We may share your information with other companies in our group. When we say ‘Group’ we mean Virgin Money UK PLC, Clydesdale Bank PLC, each subsidiary or holding company of Virgin Money UK PLC from time to time and each subsidiary from time to time of any such holding company. A complete list is available on request. We may share your data with third party providers such as Computershare and others in order to communicate with any and all of the shareholders. We will take all reasonable steps necessary to make sure your information is protected to UK standards if we transfer outside of the EEA if you are a European citizen. This may be through having recognised safeguards in place with our commercial partners, such as using standard terms in the contracts we have with them that impose high standards for the protection of information or where our commercial partner is a signatory to a recognised and binding code of conduct.

## How we use your personal information?

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The personal data we process may be disclosed to one or more of our regulators. In addition, we may use this information to report to regulators, market authorities, shareholders and other such organisations about the annual reports, dividend information, shareholder circulars and other such information concerning Virgin Money UK PLC. We may also contact you concerning cheques being made payable to you for dividend payments, transfers to your bank account and also statements concerning dividend information.

## Data retention

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We will only retain your personal information for as long as is required. We shall retain your personal data for as long as you are a shareholder of Virgin Money UK PLC and for a period of a minimum of 10 years from the date you are no longer a shareholder as per our legal obligation. We will process your personal information as required during this period. Please contact the Data Protection Officer on the contact details below if you require any additional information.

## Rights of access, rectification, erasure, and restriction

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Under certain circumstances, by law you have the right to:

- Request access to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request rectification of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal information to another party.
- Be informed how your data is being processed.

## Data protection officer

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We have appointed a Data Protection Officer (DPO) to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the DPO on [CYBG.data.protection.officer:queries@cybg.com](mailto:CYBG.data.protection.officer:queries@cybg.com). You have the right to make a complaint at any time to the Information Commissioner’s Office (ICO), the UK supervisory authority for data protection issues.

## Virgin Money UK PLC Contact details

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For any other enquiries, please see the contact details on the following link:  
[www.virginmoneyukplc.com/investor-relations/shareholder-information](http://www.virginmoneyukplc.com/investor-relations/shareholder-information)

This document is available in large print, Braille and audio. Please speak to a member of staff for details.

[virginmoneyukplc.com](http://virginmoneyukplc.com)

Virgin Money UK PLC is registered in England and Wales under the company number: 09595911, and has its registered office at Jubilee House, Gosforth, Newcastle upon Tyne, NE3 4PL. Virgin Money UK PLC is a member of the Virgin Money UK group of companies (“the Group”). The Group includes Clydesdale Bank PLC, Virgin Money UK PLC, each subsidiary or holding company of Virgin Money UK PLC from time to time and each subsidiary from time to time of any such holding company. A complete list is available on request.

VMCOSHNP (11/19)



Protected