

LLOYDS BANK BUSINESS FINANCE ASSISTANT DATA PROTECTION NOTICE

Your personal and business information will be held by Lloyds Bank plc which is part of Lloyds Banking Group and shared within the Group and with other companies that provide services to us so that we can look after your relationship with us.

Data Protection law says that we are allowed to use personal information only if we have a proper reason to do so. This includes sharing it outside Lloyds Banking Group. We will use your personal and business information so that you can use the Lloyds Bank Business Finance Assistant and we can:

- fulfil our contract with you;
- comply with our regulatory obligations; and
- use your personal and business information where it is in our legitimate interest to do.

In certain circumstances, we may also ask for consent to process your personal and business information.

When we have a business or commercial reason of our own to use your information, this is called a 'legitimate interest'. Even then, it must not unfairly go against your interests. These legitimate interests include:

- managing our relationship with you or the business;
- developing and carrying out marketing activities;
- studying how our customers use products and services from us and other organisations; and
- communicating with you about our products and services.

The personal information that we will collect in relation to the provision of the Lloyds Bank Business Finance Assistant includes:

The processing concerns the following categories of Personal Data:

Employees	Member ID
Customers	Data required to set up Member ID e.g. name, address, email, account no. and sort code
Potential Customers	Contact information
Suppliers	Customer History
Authorised Agents	Contract Billing and Payments
Contractors	Key Contract data
Sub-Contractors	
Contacts	
Regulatory Bodies	

We may place the business in groups with similar customers. These are called customer segments. We use these to study and learn about our customers' needs, and to make decisions based on what we learn. This helps us to design products, services and offers for different customer segments, and to manage our relationships with them. It also helps us tailor the marketing that we send or that is shown on our own and other websites and mobile apps, including social media.

For more information about your rights over your personal information and how this is used is detailed in our Data Privacy Notice www.lloydsbank.com/business/privacy.asp



LLOYDS BANK

You should also read our Cookies Policy. It explains how we use cookies and other software that collects data while you use our website and applications www.lloydsbank.com/cookies.asp

In order to provide the Lloyds Bank Business Finance Assistant we will allow our payments provider, Token.io Ltd, access to your personal and business information. To view Token.io's privacy policy, please visit: token.io/privacy

The Lloyds Bank Business Finance Assistant is hosted by Inventime SAS (trading as 'OneUp') and provided on OneUp's platform. OneUp accesses your personal and business information under Lloyds Bank's instructions solely to provide the platform. OneUp is subject to strict security requirements.

Our service promise

If you experience a problem, we will always try to resolve it as quickly as possible. Please bring it to the attention of any member of staff. Our complaints procedures are published at lloydsbank.com/business/contactus

Please contact us if you'd like this information in an alternative format such as Braille, large print or audio.

If you have a hearing or speech impairment you can use Relay UK. More information on the Relay UK Service can be found at relayuk.bt.com

Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service. Please note that any data sent via email is not secure and could be read by others.

Important information

Lloyds Bank plc. Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales No. 2065.

We are authorised by the Prudential Regulation Authority, and regulated by the Financial Conduct Authority and Prudential Regulation Authority under Registration number 119278.

Eligible deposits with us are protected by the Financial Services Compensation Scheme (FSCS). We are covered by the Financial Ombudsman Service (FOS). Please note that due to FSCS and FOS eligibility criteria not all business customers will be covered.

Lloyds Banking Group is a financial services group that incorporates a number of brands including Lloyds Bank. More information on Lloyds Banking Group can be found at lloydsbankinggroup.com