

Power of Attorney registration team  
cahoot  
Sunderland  
SR43 4FL

## Power of attorney registration form

Please fill in ALL sections of the form using BLOCK CAPITALS and black ink. Tick any boxes which apply.

We can provide literature in alternative formats. The formats available are: large print, braille and audio CD. If you'd like to register to receive correspondence in an alternative format please visit [cahoot.com/help-and-support/accessibility](https://cahoot.com/help-and-support/accessibility) give us a call on 0330 678 2811 or 0800 9 173 489 (freephone).

### Completing this form

For help completing this form, please call our Power of Attorney (POA) helpline on 0800 414 8414.

You can use this form when any of the following have been appointed on the POA document:

- A family member, friend or any other personal contact
- A professional, such as a solicitor or accountant
- A local authority

Don't use this form if a Trust Corporation has been appointed. Please call us on **0800 414 8414** for the correct form.

Before you get started, here's what you need to know.

1. This form is only for personal banking accounts.
2. We can only register a maximum of ten attorneys.
3. The attorneys are responsible for using the accounts in line with the account holder's wishes. We can't enforce any instructions or restrictions within the POA document other than the expiry date.
4. Attorneys who act jointly can't be given card or online access to transact.
5. The account holder will lose access to their own accounts if:
  - a Court of Protection, Guardianship or Controllership Order is registered, or
  - you register a Lasting Power of Attorney with a loss of mental capacity clause, or
  - if we're made aware that the account holder has lost capacity and can't manage their own accounts and finances.
6. We can't accept any POA documents registered outside the UK.
7. Here's what you'll need to fill out:
  - If you're a family member, friend or other personal contact, please complete all sections apart from section 4.
  - If you're acting in a professional capacity or a local authority, and you're named on the Power of Attorney legal document, please complete all sections of the form.
8. If you're registering a Lasting Power, you may be able to get an Office of the Public Guardian Access Code. This lets us check your POA document without you sending us a copy. You can find out more at [gov.uk/use-lasting-power-of-attorney](https://gov.uk/use-lasting-power-of-attorney).

If you have an Access Code, please include it in Section 1. Please note that the code expires after 30 days. To give us enough time to review your request, please make sure the code's not due to expire within 5 working days of sending in your application.

If your Lasting Power of Attorney lists 'yes' to 'Preferences', 'Instructions' or both, we can't accept the Access Code. We'll need to see the full POA legal document.

Tick this box to confirm that:

- all the information provided in this form is up-to-date, and
- if appointed in a personal capacity, the addresses you've provided match the ones we already hold for anyone who's already a cahoot customer.

### Section 1: Type of document

- Court of Protection Order
  Unregistered Enduring POA\*
  Guardianship  
 Lasting/Continuing POA
  General POA
  Controllership  
 Office of the Public Guardian Access Code\*\*  
 Enduring POA registered and stamped Office of Public Guardian

\*We can only accept an Unregistered Enduring Power of Attorney (EPA) that was made and signed before 1 October 2007 and where the account holder still has capacity. After 1 October 2007, the account holder must make a Lasting Power of Attorney instead. Where the account holder has lost capacity, the EPA will need to have been registered and stamped by the Office of the Public Guardian (OPG) before we can register it.

\*\*Please provide your Office of the Public Guardian Access Code if you have one. This should be 13 characters and start with a V.

### Section 2: Account holder details

Title (Mr, Mrs, Ms, Miss, Mx, Other)	National Insurance Number
<input type="text"/>	<input type="text"/>
First name	Date of birth
<input type="text"/>	<input type="text"/>
Middle name(s)	Address - This should match the address we already hold
<input type="text"/>	<input type="text"/>
Surname	<input type="text"/>
<input type="text"/>	Postcode
	<input type="text"/>

### Section 3: Account holder's account numbers

Tick to register on all personal accounts and holdings.

If you have any questions about how specific accounts work, please call our POA helpline, and we'll put you in touch with the right team.

If you only want to register POA on certain accounts and holdings, please provide the account numbers, credit card numbers or reference IDs below.

If you need registration on more than ten accounts but don't want access to ALL of the account holder's accounts, please call the POA helpline after registration to add any extra accounts.

Account number 1	Account number 6
<input type="text"/>	<input type="text"/>
Account number 2	Account number 7
<input type="text"/>	<input type="text"/>
Account number 3	Account number 8
<input type="text"/>	<input type="text"/>
Account number 4	Account number 9
<input type="text"/>	<input type="text"/>
Account number 5	Account number 10
<input type="text"/>	<input type="text"/>

Would you (as attorney) like to be registered for Online Banking?

\*Yes  No

Would you like a card for any of these accounts?

\*Yes  No

Cards and Online Banking aren't available where;

- the attorneys are appointed to act on a joint basis,
- the account holder holds a joint account with another customer who the attorneys must transact with,
- the account doesn't offer cards for example, mortgages,
- the account doesn't allow online access for attorneys. This includes investments, mortgages and credit cards.

**Section 4: Attorneys acting within a professional capacity**

If you're being appointed as a family member or friend, not a professional, you can skip to section 5.

You'll need to fill out this section if you're appointed to act in a professional capacity.

A professional attorney, deputy, controller or guardian is a person employed in a professional capacity. This can include accountants, solicitors, or Local Authority representatives. We can only register a professional from businesses within the UK.

Business (e.g name of firm of solicitors or local authority employed by)

Business Registration Number (e.g. Company (CRN), Registered Charity Number, or Solicitors Regulation Authority (SRA) ID)

Business type (Please tick as appropriate)

<input type="checkbox"/> Association/Society	<input type="checkbox"/> Charity
<input type="checkbox"/> Club Partnership	<input type="checkbox"/> Limited Liability
<input type="checkbox"/> Outlet	<input type="checkbox"/> Partnership
<input type="checkbox"/> Pension Schemes Company	<input type="checkbox"/> Private Limited
<input type="checkbox"/> Public Limited Company (PLC)	<input type="checkbox"/> Public Sector Bodies
<input type="checkbox"/> Sole Trader	<input type="checkbox"/> Trust Corporation
<input type="checkbox"/> Other (Please state)	<input type="text"/>

Contact name

Contact email address

Contact telephone number

Business address

  
  
 Postcode

What does the Business do?

Correspondence address (this will be the address any correspondence for the account holder will be sent to. e.g. bank statements)

For any orders that are not Court of Protection, does the business hold Trust Corporation status? Please note that Trust Corporation status is not required if the business is based in Scotland

Yes       No

Please tick if correspondence address is same as Business address

  
  
 Postcode

Business start date (Either date of Incorporation for Limited Co or when the business began trading)

D	D	M	M	Y	Y	Y	Y
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Country of Establishment/Incorporation

If you're acting on behalf of a local authority, you'll also need to provide the following on headed paper:

- o Full names and job titles of all executive board members.
- For local authority court of protection orders only, please tick to confirm that appropriate pre-employment checks have been completed for the individual(s) acting as a professional attorney.
- Please tick to confirm that you (the person completing this form) are authorised by the account holder, a court or a Local Authority to support the account holder as a professional attorney.

## Section 5: Attorney details (including individuals authorised to act in a professional capacity whose business details are given in section 4 above)

If more than two attorneys are to be registered, please copy this sheet to provide all attorney details.

### Attorney 1

Title (Mr, Mrs, Ms, Miss, Mx, Other)

First name

Middle name(s)

Surname

Other names you're known by or commonly use (not nicknames)

Date of birth









National Insurance Number (only provide if you want to be registered on an investment product)

Gender Male  Female

Home address: (if acting in a professional capacity, please detail your business address)



Postcode

How long have you lived at this home address?







Telephone number (if acting in a professional capacity, please detail your business telephone number)

Email address (if acting in a professional capacity, please detail your business email address)

Nationality

Second nationality (if you have dual nationality)

Is your country of residence the UK?  Yes  No

If no, please state country of residence

Country of birth

Country of Tax residence (i.e. the country in which you are currently resident and employed)

Employment status

Are you:

Employed  Not employed – homemaker

Unemployed  Not employed – student

Self-employed  Retired

Occupation (if employed or self-employed)

### Attorney 2

Title (Mr, Mrs, Ms, Miss, Mx, Other)

First name

Middle name(s)

Surname

Other names you're known by or commonly use (not nicknames)

Date of birth









National Insurance Number (only provide if you want to be registered on an investment product)

Gender Male  Female

Home address: (if acting in a professional capacity, please detail your business address)



Postcode

How long have you lived at this home address?







Telephone number (if acting in a professional capacity, please detail your business telephone number)

Email address (if acting in a professional capacity, please detail your business email address)

Nationality

Second nationality (if you have dual nationality)

Is your country of residence the UK?  Yes  No

If no, please state country of residence

Country of birth

Country of Tax residence (i.e. the country in which you are currently resident and employed)

Employment status

Are you:

Employed  Not employed – homemaker

Unemployed  Not employed – student

Self-employed  Retired

Occupation (if employed or self-employed)

**Section 6: Attorney data protection statement**

**Data Protection Statement**

'We' are Santander UK plc, the data controller. Your personal data is data which by itself or with other data available to Santander UK PLC can be used to identify you. The data protection statement in section 10 sets out how we'll use your personal data. You can contact our Data Protection Officer (DPO) at 201 Grafton Gate East, Milton Keynes, MK9 1AN if you have any questions.

Where there are two or more people named on this form, this data protection statement applies to each person separately.

- Please tick to confirm you have read and agree to the full Data Protection Statement in section 10.
- Attorney 1       Attorney 2
- Attorney 3       Attorney 4
- Attorney 5       Attorney 6
- Attorney 7       Attorney 8
- Attorney 9       Attorney 10

**Section 7: Attorney declaration**

Anyone who wants to transact on this account needs to sign this section of the form. If you are not identified as an authorised signatory then we will not accept your signature as authorisation to carry out a transaction, e.g. on a letter, on a cheque, on a faxed request, etc. The following authorised signatories want to operate the account holder's account (the 'Account') with Santander UK PLC ('Santander'):

By signing this application form I/we understand and confirm that:

- My/Our personal information in section 4 and/or section 5 of this application is true and correct.
- I/We agree to tell Santander within 30 days of any change which affects my tax residency status or causes the information on this form to become incorrect.
- I/We confirm that I/We have been appointed by the account holder to act as an attorney, or by the Court of Protection, Sheriff or Office of Care and Protection to act as a Deputy, Guardian or Controller. Or I'm authorised on behalf of the Local Authority acting as attorney whose details are given in section 4.
- I/We understand that its my/our personal data will be processed in line with the data protection statement in section 10.
- I/We understand it's my/our responsibility to comply with any restrictions outlined in the POA document.
- I/We will observe the Terms and Conditions of the Account.
- I/We have received the FSCS Information Sheet and Exclusions List.
- I/We are registering this POA in the complete knowledge of the customer named.
- I/We understand I/we need to tell cahoot about any changes in circumstances relating to this Power of Attorney arrangement.
- I/We understand the account holder will still receive correspondence including a letter which confirms that I/We have been registered against their bank account(s). I/We understand this will happen even if I/we have told cahoot that the account holder is not mentally capable of managing their own financial affairs.
- I/We understand that if a joint POA is registered, and one of the joint attorneys is being removed for any reason, then any remaining attorneys will also be removed. This is because the POA agreement becomes invalid. This includes but is not limited to an attorney passing away, screening undertaken by the bank, the attorney disclaiming their appointment, or divorce between attorney and donor.
- I/We are over the age of 18. I am not currently an undischarged bankrupt nor subject to a Debt Relief Order. If this changes at any point in the future, I understand that I must tell Santander and that I will no longer be able to act as an attorney.

Attorney 2 Signature

Date

Attorney 3 Signature

Date

Attorney 4 Signature

Date

Attorney 5 Signature

Date

Attorney 6 Signature

Date

Attorney 7 Signature

Date

Attorney 8 Signature

Date

Attorney 1 Signature

Date

**Section 7: Attorney declaration (continued)**

Attorney 9 Signature

Date

Attorney 10 Signature

Date

**Section 8: Checklist**

To make sure we can process your request as quickly as possible, please complete the checklist below.

- If you're a family member or friend, make sure all sections apart from section 4 are completed in full. If you're a professional, please make sure ALL sections of this form are completed.
- This form has been signed by all the attorneys, deputies, guardians (Scotland) or controllers (NI) to be registered.
- For anyone named on the Power of Attorney Legal Document either in a personal or professional capacity, we'll need 2 forms of ID. 1 from list 1 and 1 from list 2.
- For a local authority, if only one person is authorised to act on the account, we need 1 form of ID from list 1. If more than one person is authorised to act under the local authority or you would like to immediately close the account holder's accounts and transfer the balances to an account held by the local authority, no ID is needed.
- The relevant legal documentation to support the attorney arrangement (see section 1) has been included and all pages are present.
- Court of Protection with Court of Protection Order** – 2 pages minimum with official Court of Protection Stamp
- Enduring POA** – 4 pages minimum (part A, part B, part B continued, part C, part C continued). Signed by customer and all attorneys with all signatures witnessed
- Enduring POA registered with the OPG/Court of Protection** – 4 pages minimum (as above) with an official court of protection stamp. Signed by all attorneys with all signatures witnessed
- Lasting POA** – Property and Financial Affairs – 11 pages minimum with an OPG stamp. Signed by our customer and all attorneys OR you can provide an Office of the Public Guardian Access Code if you have one. This should be recorded in Section 1 of this form. Please note that the Office of the Public Guardian Access Code expires after 30 days, therefore please ensure that it is not due to expire within 5 working days of your application
- Office of the Public Guardian Access Code** – Please tick to confirm that you have checked and your access code has more than 5 working days before expiry
- General POA** – 1 page minimum. With all signatures witnessed

**What to do next**

Once you have all of the above, please send it to the following address:

cahoot POA Operations  
 Sunderland  
 SR43 4FL

## Section 9: Identification requirements

### Attorneys acting in a private capacity

If you need to ask to be added to an existing cahoot account you'll need to provide us with:

- a certified copy of the Power of Attorney document. See below for advice for Court of Protection and Guardianship Orders.
- two forms of ID. We need, one from list 1 and another from list 2 of our Customer Identification Document.

You can find our Customer Identification Document on [cahoot.com/help-and-support/power-of-attorney](https://cahoot.com/help-and-support/power-of-attorney). Call our Power of Attorney helpline on **0800 414 8414** if you need help.

### Providing ID

- When you're sending them by post, please don't send originals. Please provide unaltered black and white photocopies of your ID. It doesn't need to be certified. Include copies of any pages that contain photos, reference details, transactions and current UK entry or residence visas. Occasionally, there may be additional checks and documents required.

### Attorneys acting in a professional capacity:

- You'll need to provide one form of ID from list 1 and another form of ID from list 2 of our Customer Identification Document. You can find this information on [cahoot.com](https://cahoot.com) under Help and Support > Power of Attorney
- A certified copy of the Power of Attorney document(s) will also need to be provided. See above for advice for Court of Protection and Guardianship Orders.
- If you're acting on behalf of a local authority, you don't need to provide ID if more than one person is authorised to act on the local authority's behalf as long as the relevant pre-employment checks have been completed. If only one person will be acting on the behalf of a local authority, we'll only need to see ID from list 1 if all pre-employment checks have been completed. Please note that if pre-employment checks haven't been completed, we'll need to see two forms of ID, 1 from list 1 and 1 from list 2.

## Section 10: Data Protection Statement

### Introduction

My personal data is data which by itself or with other data available to you can be used to identify me. You are cahoot which is a division of Santander UK plc, the data controller. This data protection statement sets out how you'll use my personal data. I can contact your Data Protection Officer (DPO) at 201 Grafton Gate East, Milton Keynes, MK9 1AN if I have any questions.

Where there are two or more people named on this form, this data protection statement applies to each person separately.

### The types of personal data you collect and use

Whether or not I become a customer or an additional cardholder, you'll use my personal data for the reasons set out below and if I become a customer or an additional cardholder you'll use it to manage the account, policy or service I've applied for. You'll collect most of this **directly** during the application journey. The sources of personal data collected **indirectly** are mentioned in this statement. The personal data you use may include:

- Full name and personal details including contact information (e.g. home address and address history, email address, home and mobile telephone numbers)
- Date of birth and/or age (e.g. to make sure that I'm eligible to apply)
- Financial details (e.g. salary and details of other income, and details of accounts held with other providers)
- Records of products and services I've obtained or applied for, how I use them and the relevant technology used to access or manage them (e.g. mobile phone location data, IP address, MAC address)
- Biometric data (e.g. fingerprints and voice recordings for TouchID and voice recognition)
- Information from credit reference or fraud prevention agencies, electoral roll, court records of debt judgements and bankruptcies and other publicly available sources as well as information on any financial associates I may have
- Family, lifestyle or social circumstances if relevant to the product or service (e.g. the number of dependants I have)
- Education and employment details/employment status for credit and fraud prevention purposes, and

- Personal data about other named applicants. I must have their authority to provide their personal data to you and share this data protection statement with them beforehand together with details of what I've agreed on their behalf.

### Providing my personal data

You'll tell me if providing some personal data is optional, including if you ask for my consent to process it. In all other cases I must provide my personal data so you can process my application (unless I'm a customer and you already hold my details).

### Monitoring of communications

Subject to applicable laws, you'll monitor and record my calls, emails, text messages, social media messages and other communications in relation to my dealings with you. You'll do this for regulatory compliance, self-regulatory practices, crime prevention and detection, to protect the security of your communications systems and procedures, to check for obscene or profane content, for quality control and staff training, and when you need to see a record of what's been said. You may also monitor activities on my account where necessary for these reasons and this is justified by your legitimate interests or your legal obligations.

### Using my personal data: the legal basis and purposes

You'll process my personal data:

1. As necessary **to perform your contract with me** for the relevant account, policy or service:
  - a) To take steps at my request prior to entering into it
  - b) To decide whether to enter into it
  - c) To manage and perform that contract
  - d) To update your records, and
  - e) To trace my whereabouts to contact me about my account and recovering debt.
2. As necessary for **your own legitimate interests** or those of other persons and organisations, e.g.:
  - a) For good governance, accounting, and managing and auditing your business operations
  - b) To search at credit reference agencies if I'm over 18 and apply for credit

## Section 10: Data Protection Statement (continued)

- c) To monitor emails, calls, other communications, and activities on my account
- d) For market research, analysis and developing statistics, and
- e) To send me marketing communications including automated decision making relating to this.
- 3. As necessary **to comply with a legal obligation**, e.g.:
  - a) When I exercise my rights under data protection law and make requests
  - b) For compliance with legal and regulatory requirements and related disclosures
  - c) For establishment and defence of legal rights
  - d) For activities relating to the prevention, detection and investigation of crime
  - e) To verify my identity, make credit, fraud prevention and anti-money laundering checks, and
  - f) To monitor emails, calls, other communications, and activities on my account.
- 4. Based on **my consent**, e.g.:
  - a) When I request you to disclose my personal data to other people or organisations such as a company handling a claim on my behalf, or otherwise agree to disclosures
  - b) When you process any special categories of personal data about me at my request (e.g. my racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, data concerning my health, sex life or sexual orientation), and
  - c) To send me marketing communications where you've asked for my consent to do so.

I'm free at any time to change my mind and withdraw my consent. The consequence might be that you can't do certain things for me.

### Sharing of my personal data

Subject to applicable data protection law you may share my personal data with:

- o The Santander group of companies\* and associated companies in which you have shareholdings
- o Sub-contractors and other persons who help you provide your products and services
- o Companies and other persons providing services to you
- o Your legal and other professional advisors, including your auditors
- o Fraud prevention agencies, credit reference agencies, and debt collection agencies when you open my account and periodically during my account or service management
- o Other organisations who use shared databases for income verification and affordability checks and to manage/collect arrears
- o Government bodies and agencies in the UK and overseas (e.g. HMRC who may in turn share it with relevant overseas tax authorities and with regulators e.g. the Prudential Regulation Authority, the Financial Conduct Authority, the Information Commissioner's Office)
- o Courts, to comply with legal requirements, and for the administration of justice
- o In an emergency or to otherwise protect my vital interests
- o To protect the security or integrity of your business operations
- o To other parties connected with my account e.g. guarantors and other people named on the application including joint account holders who will see my transactions
- o When you restructure or sell your business or its assets or have a merger or re-organisation

- o Market research organisations who help to improve your products or services
- o Payment systems (e.g. Visa or Mastercard) if you issue cards linked to my account, who may transfer my personal data to others as necessary to operate my account and for regulatory purposes, to process transactions, resolve disputes and for statistical purposes, including sending my personal data overseas, and
- o Anyone else where you have my consent or as required by law.

### International transfers

My personal data may be transferred outside the UK and the European Economic Area. While some countries have adequate protections for personal data under applicable laws, in other countries steps will be necessary to ensure appropriate safeguards apply to it. These include imposing contractual obligations of adequacy or requiring the recipient to subscribe or be certified with an 'international framework' of protection. Further details can be found in the 'Using My Personal Data' booklet.

### Identity verification and fraud prevention checks

The personal data you've collected from me at application or at any stage will be shared with fraud prevention agencies who will use it to prevent fraud and money-laundering and to verify my identity. If fraud is detected, I could be refused certain services, finance or employment in future. You may also search and use your internal records for these purposes. Further details on how my personal data will be used by you and these fraud prevention agencies, and my data protection rights, can be found in the 'Using My Personal Data' booklet.

### Credit reference checks (this does not apply to savings and investment applications and to those under 18)

If I've applied for a credit product then in order to process my application, you'll perform credit and identity checks on me with one or more credit reference agencies. To do this you'll supply my personal data to the credit reference agencies and they'll give you information about me. When you carry out a search at the credit reference agencies they'll place a footprint on my credit file. A credit search may either be: a) a quotation search where a soft footprint is left. This has no effect on my credit score, and lenders are unable to see this; or b) a hard footprint where I've agreed/requested cahoot to proceed with my application for credit. This footprint will be viewable by other lenders and may affect my ability to get credit elsewhere. (A credit search is not carried out if I am under 18 or I apply for a savings or investment account.) You'll also continue to exchange information about me with credit reference agencies while I have a relationship with you.

The credit reference agencies may in turn share my personal information with other organisations. Details about my application (whether or not it's successful) will be recorded and you'll give details of my accounts and how I manage them to credit reference agencies. If I apply for a credit card you will use this personal data to manage my account, including any future increase in my credit limit and card, and to determine the interest rate payable and the way interest on the account is charged or calculated. If I do not repay any debt in full or on time, they'll record the outstanding debt and supply this information to others performing similar checks, to trace my whereabouts and to recover debts that I owe. Records remain on file for 6 years after they are closed, whether settled by me or defaulted. A financial association link between joint applicants will be created at the credit reference agencies. This will link our financial records and be taken into account in all future applications by either or both of us until either of us apply for a notice of disassociation with the credit reference agencies. Very occasionally, if you have insufficient information about me you may use the information about other members of my family.

The identities of the credit reference agencies, and the ways in which they use and share personal information is explained in more detail in the 'Using My Personal Data' booklet, or via the Credit



## Section 10: Data Protection Statement (continued)

Reference Agency Information Notice (CRAIN) document which can be accessed via any of the following links:

- [experian.co.uk/crain](https://experian.co.uk/crain)
- [equifax.co.uk/crain](https://equifax.co.uk/crain)
- [transunion.co.uk/crain](https://transunion.co.uk/crain)

### My marketing preferences and related searches cahoot does not sell, rent or trade your personal information to others

You'll use my home address, phone numbers, email address and social media (e.g. Facebook, Google and message facilities in other platforms) to contact me according to my preferences. I can change my preferences or unsubscribe at any time by contacting you. In the case of social media messages I can manage my social media preferences via that social media platform. If I'm over 18, you may search the files at credit reference agencies before sending marketing communications or doing marketing in-branch to me about credit. The credit reference agencies don't record this particular search or show it to other lenders and it won't affect my credit rating. You do this as part of your responsible lending obligations which is within your legitimate interests.

If I don't want information on other products and services or to be included in market research, and I haven't told you before, I can let you know by sending a secure message via 'help & contact us' from your personal homepage or call us on **0800 587 1111**. We're available Monday to Friday 8am to 8pm and Saturday 9am to 5pm. We may record and monitor calls to help us with training and security.

### Automated decision making and processing

Automated decision making involves processing my personal data without human intervention to evaluate my personal situation such as my economic position, personal preferences, interests or behaviour, for instance in relation to transactions on my accounts, my payments to other providers, and triggers and events such as account opening anniversaries and maturity dates. You may do this to decide what marketing communications and marketing in-branch is suitable for me, to analyse statistics and assess lending and insurance risks. All this activity is on the basis of your legitimate interests, to protect your business, and to develop and improve your products and services, except as follows; when you do automated decision making including profiling activity to assess lending and insurance risks, this will be performed on the basis of it being necessary to perform the contract with me or to take steps to enter into that contract. Further details can be found in the 'Using My Personal Data' booklet.

### Criteria used to determine retention periods (whether or not I become a customer)

The following criteria are used to determine data retention periods for my personal data:

- **Retention in case of queries.** You'll retain my personal data as long as necessary to deal with my queries (e.g. if my application is unsuccessful)

- **Retention in case of claims.** You'll retain my personal data for as long as I might legally bring claims against you, and
- **Retention in accordance with legal and regulatory requirements.** You'll retain my personal data after my account, policy or service has been closed or has otherwise come to an end based on your legal and regulatory requirements.

### My rights under applicable data protection law

My rights are as follows (noting that these rights don't apply in all circumstances and that data portability is only relevant from May 2018):

- The **right to be informed** about your processing of my personal data
- The right to have my personal data **corrected if it's inaccurate** and to have **incomplete personal data completed**
- The right **to object** to processing of my personal data
- The right **to restrict processing** of my personal data
- The right **to have my personal data erased** (the "right to be forgotten")
- The right to **request access** to my personal data and information about how you process it
- The right to **move, copy or transfer my personal data** ("data portability"), and
- Rights in relation to **automated decision making** including profiling.

I have the right to complain to the Information Commissioner's Office. It has enforcement powers and can investigate compliance with data protection law: [ico.org.uk](https://ico.org.uk).

For more details on all the above I can contact your DPO or request the 'Using My Personal Data' booklet by calling **0800 587 1111** or going online at [cahoot.com](https://cahoot.com). cahoot may update its data protection statement from time to time. When we change the data protection statement in a material way, a notice will be displayed on our website along with the updated data protection statement.

### Data anonymisation and aggregation

My personal data may be converted into statistical or aggregated data which can't be used to identify me, then used to produce statistical research and reports. This aggregated data may be shared and used in all the ways described above.

### \*Group companies

For more information on the Santander group companies, please see the 'Using My Personal Data' booklet.

