Your information and data

SUMMARY

Metro Bank protects customer and personal information as required by data protection laws. This document lays out what the information we collect is used for, what your rights over this data are, and how your information and money is protected. For more information on how we process your personal data please visit our website Privacy Notice **metrobankonline.co.uk/about-us/privacy-and-security**

YOUR INFORMATION

- Your rights over your personal data include the ability to access, update, and erase it if you choose
- The personal information we ask for today will only be used in relation to the services we offer – laws and financial regulations require us to ask for this information before we can provide you with an account
- Some of our accounts require a credit check and we may share information with credit reference agencies
- We enforce the data protection requirements on all our suppliers, regardless of where they may be in the world
- At the end of your relationship with us (for example, if you decide to close your account), we retain your personal data for as long as required to meet our legal and regulatory obligations. Where retention is based on other reasons, we will retain it for no more than 7 years, in line with our data retention policy.
- You have the right to refer any personal data-related complaint to our Data Protection Officer or the Information Commissioner's Office
- We share information with fraud prevention agencies to prevent fraud and money-laundering and to verify your identity. If fraud is detected, your application could be refused

FACTS ABOUT METRO BANK

Prudential Regulation Authority

We're authorised and regulated by the Prudential Regulation Authority

Financial Conduct Authority (FCA)

We're also regulated by the Financial Conduct Authority

Financial Services Compensation Scheme (FSCS)

Metro Bank is a member of the Financial Services Compensation Scheme, meaning your deposits (up to £120,000 for individual and £240,000 for joint accounts) are protected by this independent service

HM Revenue & Customs

We are required to ask if you're a resident for tax purposes in another country. If so, we will need to inform HM Revenue & Customs

Metro Bank PLC is registered in England and Wales, company number 6419578. Registered office: Once Southampton Row, London WC1B 5HA. We're authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. 'Metrobank' and 'RateSetter' are registered trademarks of Metro Bank PLC.

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