

STANDARD TERMS FOR SALES FINANCE

1. Notification of Debts

1.1 Upon signing the Agreement you will promptly notify us of every Debt in existence at that time. At least once in each week during the term of the Agreement you shall notify us of every Debt which comes into existence which has not been previously notified to us.

1.2 You will promptly provide all information and documents regarding the Debts as we require.

2. Ownership of Debts

2.1 If we ask you will promptly provide a formal written assignment of any Debt and its Related Rights.

2.2 If the ownership of any Debt shall fail to be transferred effectively to us you will hold that Debt (and its proceeds) in trust for us and separately from your own property and, upon their receipt, you shall immediately pay the proceeds to us.

3. Approval of Debts for Funding, Accounts and Payments to You

3.1 Unless we advise you otherwise every Debt will rank as approved for funding.

3.2 We may at any time classify all or any part of a Debt as disapproved for funding. A Debt will automatically become disapproved if (i) the Debt exceeds your Facility Limit, or (ii) a Customer disputes payment of the Debt, or (iii) the Debt exceeds the Funding Limit for that Customer, or (iv) the Debt is not paid within the Maximum Credit Period or (v) the total Prepayments made in respect of Outstanding Debts owing by any one Debtor exceeds the Debtor Concentration Percentage.

3.3 We may at any time set or vary a Funding Limit.

3.4 The purchase price of each Debt shall be an amount equivalent to the amount we receive from the Customer in payment of the Debt less our Charges.

3.5 We may keep such accounts (and in such

currencies) as we consider are reasonably necessary for the proper performance of the facility. You will be able to access the accounts by using our on-line facility operating system, but we may at any time alter, suspend or withdraw such access without notice or liability. The accounts will include a Client Account, a Current Account and an Available Funds Account.

3.6 Upon its notification to us:

3.6.1 we will credit to your Client Account the amount of each Debt at its notified value; and

3.6.2 subject to condition 3.8, we shall make a Prepayment in respect of such Debt.

3.7 Upon collection of the Debt we shall credit your account with an amount equal to the sum received less any Prepayment made in respect of it.

3.8 We shall not be obliged to make any payment to you if:

3.8.1 the amount of a payment exceeds the balance in your favour as shown on the Available Funds Account or causes the debit balance on your Current Account to exceed your Funding Limit; or

3.8.1 we become entitled under condition 9 to withhold payments to you.

3.9 We shall be entitled to debit to the Client Account all our Service Charges and all other monetary liabilities included in your Obligations. For this purpose, if the amount due to us is not known then we may make a reasonable estimation of any of your Obligations.

3.10 We shall be entitled to make a Reserve against any Debt notified to us. Such Reserve will be deducted from the balance in your favour as shown on the Available Funds Account.

4. Payment of our Service Charges

4.1 You will pay to us (or we may deduct the same from any payment to be made to you at any time) the Charges together with any other amounts due by you to us and which are included in your Obligations.

- 4.2 All Charges are quoted exclusive of Value Added Tax, where applicable.
- 5. Sales Ledger Administration and Collection of Debts**
- 5.1 We shall have the sole and exclusive right to enforce payment of and collect the Debts. For such purposes we may use your name and you will give us such co-operation as we require in order to assist us in collecting the Debts.
- 5.2 If your sales finance facility is Option B then we will appoint you to act as your agent in the collection of the Debts, and if your facility is Option C or Option D then we will appoint you to act as our agent in the management of your Customer accounts and the collection of the Debts. We may at any time terminate your appointment as our agent.
- 5.3 If your sales finance facility is to be disclosed to your Customers then each of your invoices must contain a notice of assignment in terms approved by us.
- 5.4 All payments received from your Customers in part or full payment of any Debt must be paid to us or to a bank account as identified by us, and pending such payment held in trust for us and kept separate from your own monies.
- 6. Warranties and Undertakings**
- 6.1 You warrant that every Debt notified to us (i) will be accepted by the Customer as a legally binding obligation and paid without deduction or set-off and (ii) is free from any charges or other adverse rights or interest.
- 6.2 You warrant that, in respect of each Debt, you have no obligations to the Customer other than under the Contract of Sale giving rise to the Debt and you have no agreement with the Customer, whether under the Contract of Sale or otherwise, whereby the amount of the Debt may be reduced.
- 6.3 You warrant that, in relation to any personal data that you may pass on to us concerning any living individual who is, without limitation, a Customer, partner, shareholder, director, employee or guarantor/indemnifier of your Obligations, you have strictly complied and will, until the termination of this Agreement and the discharge of your Obligations, strictly comply with, the provisions of all relevant data protection legislation.
- 6.4 Each of your warranties in conditions 6.1 and 6.2 shall be deemed repeated each time you notify any Debt to us.
- 6.5 You undertake:
- 6.5.1 not to vary or attempt to vary any Contract of Sale giving rise to any Debt purchased by us after it has been notified to us;
- 6.5.2 to keep proper books and records of account and to make appropriate entries in them to show the sale to us of the Debts;
- 6.5.3 promptly to supply to us such financial or other information relating to your business as we may from time to time request;
- 6.5.4 promptly to pay all taxes, insurance, carriage and freight charges for which you are liable in relation to any Debt or the Contract of Sale giving rise to it;
- 6.5.5 not to assign or create any charge over any of your rights or benefits under the Agreement, or any of the Debts.
- 6.5.6 promptly to deliver to us a copy of every credit note issued in connection with any Debt notified to us;
- 6.5.7 to indemnify us against all losses costs claims charges interest and expenses incurred by us at any time and arising from or in any way connected with (i) our entering into or registering, enforcing, exercising or protecting our rights under the Agreement or any guarantee or indemnity or security created in relation to your Obligations (ii) enforcing or attempting to enforce payment of any Debt or settling or compromising any dispute with or claim by a Customer or any other person in relation to any Debt (whether such action is taken by us or by you as our agent) (iii) the securing by us of any release of any Debt from any trust charge or other encumbrance (iv) any indemnity which we may be required to give to our bankers in

connection with the collection on our behalf of any cheque or other instrument made payable to you (v) any breach by you of any of your Obligations;

6.5.8 to procure for us a refund of any value added tax included in any bad or doubtful Debt;

6.5.9 to comply with all procedures for the operation of the Agreement which we may make known to you from time to time.

7. Recourse and SME Safeguard

7.1 If we disapprove a Debt we may request that you repay to us any payment we have made to you in respect of that Debt, or we may debit the Repurchase Price of the Debt to your account. Once we have received your payment (or we have been able to set off the Repurchase Price against any amount payable by us to you) the Debt will belong to you.

7.2 If you have applied for SME Safeguard in respect of any Debt then we will treat any payment received from our insurer as a payment in respect of that Debt and shall only be entitled to recourse to you the unpaid balance of the Debt, if any.

8. Information and your Accounts and Records

We may supply such information in our possession relating to your affairs (including your financial and other obligations to us) and the Debts purchased by us to any of your bankers, auditors or any guarantor/indemnifier of your Obligations.

9. Default

9.1 Upon or at any time after the occurrence of a breach or threatened breach by you of this Agreement or the SME Safeguard Conditions, or upon your becoming subject to any Insolvency Proceedings, we may do any one or more of the following:

9.1.1 terminate the Agreement;

9.1.2 demand that you repurchase all your Outstanding Debts at their Repurchase Price but so that each such Debt shall continue to belong

to us until you have discharged all your Obligations to us;

9.1.3 withhold payments to you;

9.1.4 reduce the Prepayment Percentage to zero;

9.1.5 combine any two or more accounts held by us in your name and require you to pay any net balance of monies due to us;

9.1.6 require you to pay, or debit to your Client Account, a collection fee equivalent to 10% of the then debit balance on your Current Account to compensate us for our additional costs and expenses in collecting the Debts and/or managing your accounts with us.

9.2 Save as expressly provided in the Agreement to the contrary, termination of the Agreement will not affect the rights or obligations of either you or us in relation to Debts assigned to us prior to termination. Without limitation, we will continue to own the Debts, Charges will continue to accrue under the Agreement, and our authority under condition 10 will continue.

9.3 For the purpose of determining your liability under this Agreement and the amount of your Obligations at any time, you agree that a written certificate from any of our authorised officers or our auditor of the amounts due from you to us under the Agreement shall be binding on you and conclusive evidence (save for manifest error) in any legal proceedings against you.

10. Authority to Perfect and Enforce Debts

As security for the performance of your obligations under the Agreement you hereby irrevocably appoint us and each of our directors and our secretary for the time being jointly and each of us and each of them severally to be your attorney in your name to execute such documents and to complete and endorse such instruments and to institute or defend such proceedings and to perform such other acts as we may in our absolute discretion consider requisite in order to perfect our ownership of any Debt or to obtain payment of it or to secure the performance of any of your obligations under the Agreement or under any Contract of Sale.

11. General Provisions

- 11.1 No person other than you or us will have any right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Agreement.
- 11.2 The Agreement shall be construed and take effect in accordance with English law and you hereby submit to the jurisdiction of the English courts without prejudice to our right to bring proceedings in the courts of any country in which you carry on business.
- 11.3 We may assign or transfer all or any part of our rights and/or obligations under the Agreement and/or under any related guarantee, indemnity or other security.
- 11.4 We may vary the Standard Terms at any time. We will tell you when the change comes into effect. If you do not accept the change, you may at any time up to 30 days from the date we tell you about the change, terminate the Agreement without being bound by the change.

12. Entire Agreement

- 12.1 The Agreement (including the Standard Terms and SME Safeguard Terms) contains all the terms and conditions agreed between you and us. You warrant to us that you have not relied on any commitment, representation or warranty in entering into this Agreement. Nothing in this condition shall limit or exclude any liability for fraud.
- 12.2 If we have been introduced to you by a third party we have no responsibility for their actions even though we may pay them a commission for the introduction.

13. Meanings of Capitalized Terms

In these Standard Conditions the following capitalized terms shall have the meanings attributed to them below. All other capitalized terms are as stated in the Agreement.

"Available Funds Account" a memorandum account maintained by us for the purpose of recording the amount available to you in respect of Debts purchased by us at any time;

"Charges" the Discount Charge, the SME Safeguard Charge, the Service Charge, the Extended Service Charge, the Arrangement Fee and Disbursements;

"Client Account" an account or accounts maintained by us in your name on which are recorded transactions between you and us;

"Contract of Sale" a contract for the supply of goods or services or for hiring by you;

"Current Account" a memorandum account maintained by us to which will be (i) credited all payments received by us in respect of Debts or from you or by reason of recoveries or realisation of any of the Related Rights; and (ii) debited our payments to you and all other amounts debited by us to you on the Client Account except in respect of credit notes or Debts we have asked you to repurchase from us at the Repurchase Price;

"Customer" any person who has incurred or may incur an obligation to you under a Contract of Sale;

"Debt" the amount (or, where the context allows, a part of such amount) of any obligation or indebtedness, including any tax or duty payable, incurred by a Customer under a Contract of Sale;

"Debtor Concentration Percentage" the percentage specified as such in clause 3 of the Agreement;

"Disbursements" all bank charges and other costs, charges and expenses incurred by us in the operation of, or in connection with, this Agreement including legal costs and our standard rate disbursement charges which we will notify in writing to you on signing and from time to time;

"Funding Limit" the limit established under condition 3.3 in relation to any Customer for the purpose of determining which Debts owing by that Customer are to be approved for funding;

"Group Company" any company of which the relation to us is that of "parent undertaking" or "subsidiary undertaking" or any "subsidiary undertaking" of that "parent undertaking" in

accordance with the meanings given to those expressions in section 1162 of the Companies Act 2006;

without limitation, accrued rebates and contra accounts.

"Insolvency Proceedings"

(i) the issue of a petition for winding up or bankruptcy; or (ii) an application to appoint an administrator under paragraph 12 of Schedule B1 to the Insolvency Act 1986 ("the Act"); (iii) the service of a notice of intention to appoint an administrator; or (iv) a proposal for a voluntary arrangement under the Act; or (v) the calling of any meeting of creditors; or (vi) the appointment of a receiver in respect of any part or the whole of your business or property;

"your Obligations" all your present and future monetary and other actual or contingent or prospective obligations incurred at any time to us, or to any Group Company, whether arising under the Agreement or otherwise;

"Outstanding" in relation to any Debt, purchased by us and remaining unpaid;

"Prepayment" a payment by us to you on account of the purchase price of any Debt up to the percentage specified in clause 3 of the amount of the Debt as notified to us;

"Related Rights" in respect of any Debt all of the following: (i) all your rights under the Contract of Sale (other than your rights to any goods) (ii) the benefit of all guarantees indemnities insurances and securities given to or held by you (iii) all cheques bills of exchange and other instruments held by or available to you (iv) all ledgers computer data records and documents on or by which any Debt is recorded or evidenced (v) any goods the subject of a Contract of Sale returned or rejected by the Customer or repossessed by you and any interest to which you become entitled in relation to the Debt as a result of any statutory enactment or any rule or regulation of government;

"Repurchase Price" an amount equivalent to the notified amount of the Debt;

"Reserve" such restriction as we may make against any Prepayment to you on account of any event, circumstance, agreement or right whereby the amount of a Debt may be reduced including,

Data Protection

1. Data Privacy and your personal information
We provided you with details required Under the Data Protection laws applicable to the processing of your personal information during the application process. This document supplements that information.

1.1 Data Controller

We, the controller of your personal information that we store and process, are Metro Bank PLC (SME Invoice Finance). Registered in England and Wales. Company number: 6419578. Registered office: One Southampton Row, London, WC1B 5HA.

You can contact us in writing about how we use your personal information, or to exercise your data subject rights, by writing to the following address:

Data Protection
Metro Bank PLC
One Southampton Row
London WC1B 5HA.

Or please email Data Protection at dataprotectionofficer@metrobank.plc.uk.

1.2 The legal basis and the purposes we require personal information

To deliver our contracted services (or steps taken on your request prior to entering into a contract) we process and share personal information for the purposes of:

- Managing your account(s) and process transactions;
- Decide if a product or service is suitable to your needs;
- Tell you about important changes or developments to those services;
- Check identities;
- Trace your whereabouts;
- Collect money that you owe us;
- Update, bring together and improve records;
- Respond to your enquiries, complaints and issues; and
- Assess lending and insurance risks, including credit checking.

By law (and regulations) we process and share personal information for the purposes of:

- Detecting, preventing and prosecuting crime or terrorism (including CCTV);
- Document management and archiving;
- Investor relations;

- UK and International co-operation for TAX; and
- Credit and Identification checking and validation

For our legitimate business interests we additionally process and share personal information for the purposes of:

- managing and supporting our staff and stores,
- maintaining stocks and shares registers,
- maintaining our own accounts and records,
- assess lending and insurance risks, including credit checking,
- accounts receivable management, fraud detection, account recovery;
- to help maintain and improve customer service;
- deal with offers, competitions and promotions;
- regulation, compliance and risk monitoring and reporting;
- Check details of job applicants and employees;
- Evaluate the effectiveness of marketing and for research, training and statistical analysis with the aim of improving services
- Making or keeping copies of passports, driving licenses or other identification evidence that you provide for our security and business needs;

1.3 Who we share your data with and why

We share your personal information (including copies of your identification, photographs, signature and any other personal information that we hold about you) to enable us to process personal information for the purposes previously outlined.

We share personal information with:

- Credit Reference Agencies;
- Law enforcement;
- HM Revenue & Customs;
- Fraud detection organisations;
- UK Financial Regulators;
- External Auditors & Accountants; and
- other Financial Service Organisations (lenders and operators of card schemes) both within the UK and abroad

We will not release your personal information to anyone else without your permission, unless:

- you have provided your consent;
- we have to or are allowed to under these terms and conditions, by law, regulatory bodies or if it is in the public interest;
- HM Revenue & Customs, the FCA or other authorities (whether in the UK or abroad) say we must;
- other organisations, such as fraud-prevention or law-enforcement agencies tell us to so they can investigate or prevent crime or terrorism;

- there are other parties connected to your account i.e. joint accounts;
- it is necessary or desirable to share with specific subcontractors who help to provide you with the services you have requested;
- to comply with mandatory Governmental data requirements; or
- we need to do so to collect money that you owe.

If we receive a request from another bank or financial institution to confirm your identity for the purpose of preventing money laundering, we will provide this information without asking your permission.

1.4 Transferring your personal information outside the EU

The UK, countries in the EEA (European Union countries plus Iceland, Liechtenstein and Norway) and some other third countries recognised by the EU (Andorra, Argentina, Canada (commercial organisations), Faeroe Islands, Guernsey, Israel, Isle of Man, Jersey, New Zealand, Switzerland and Uruguay) have similar and adequate standards of data protection laws for your personal information.

We send personal information only in connection with providing our services to countries other than those above (India & USA). When we do so we perform a risk assessment prior to the transfer and use EU recognised and enforceable Model Clause contracts so that your information is protected in line with data protection laws as applicable in the UK.

Instances where we will transfer your data outside of the EU include:

- processing international payments;
- disclosures to foreign authorities to reduce financial crime and terrorism;
- picture based, human verified, identification checks for online account opening;
- the information generated by cookies about your use of our web application (including your IP address no other personal information);

Where we process international payments outside the UK at your request, we do so through SWIFT (the worldwide payments system). When we do this your personal information will be processed and stored abroad by other banks or financial institutions involved in completing the payment. Those banks and financial institutions may have to release the information to foreign authorities, including those outside the EEA (in

which case your personal information may not be protected in line with UK data protection laws).

1.5 Retaining your information if you stop banking with us

At the end of your relationship with us (for example, if your contract expires) we retain your information for as long as required to meet our statutory legal and regulatory requirements. Where retention is based on other reasons we will retain it for no more than 7 years.

1.6 Your Rights over your personal information

Under the General Data Protection Regulation (from 25th May 2018) you have new, clearly described rights over your personal information that we process.

You can exercise your rights by contacting us by post or phone using the contact details provided or by visiting one of our stores. We do need to confirm your identity before processing your request(s). If you cannot give us satisfactory proof of your identity we have the right to refuse a request.

Rights to Access a copy of your personal information

You can request a copy of the personal information that we hold about you. This is generally known as a 'Data Subject Access Request' and we normally have 1 month to respond.

Right to request rectification of your personal information

We take reasonable steps to keep your information accurate and current but you can also ask us to change any information we hold about you to keep it accurate, complete and current. However, please remember that it is your responsibility to tell us about any updates to this information.

Right to request erasure of your personal information ("to be forgotten")

If the personal information we hold about you is no longer necessary for the purposes it was collected for, or it has been processed unlawfully, or a relevant law requires it to be erased, or it relates to a child's (under 13) online activity, then you can request the erasure of that information. Where there are legitimate reasons that we must retain some of your personal information after you have requested its erasure, suitable organisational and technical controls will remain in place. Such reasons include for compliance

with a legal obligation to which we are subject, for reasons of public health or for statistical and historical research purposes, or for the establishment, exercise or defence of legal claims.

Right to request restriction on our processing of your personal information

You can request we restrict our processing (but not storage) of your information where:

- you contest the accuracy of the information we hold (restriction until it has been verified),
- it was processed unlawfully but you do not wish us to erase it just restrict our processing
- we no longer need the personal information but you need us to retain it for the establishment, exercise or defence of a legal claim, or
- you have objected to our processing for legitimate grounds where you feel your rights have been over-riden.

Where a restriction is in place we can continue to store your information but only process it either with your consent or where we need to for the establishment, exercise or defence of legal claims, for the protection of another individuals rights or for important public interest reasons.

We will inform you prior to the lifting of any restriction.

Right to raise an objection to our processing of your personal information

Where our processing of your information is performed on the basis of 'Legitimate Business Interest' or 'public interest' (as set out in 2.9) then you can request we stop the processing. We can continue to process your information for the establishment, exercise or defence of legal claims and if we demonstrate compelling legitimate grounds which over-ride your interests, rights or freedoms.

You can object to our processing of your information for direct marketing purposes and we will cease any processing related to direct marketing.

1.7 Right to lodge a complaint with a supervisory authority.

If you are ultimately dissatisfied with our management of your information, or you have concerns about the way we use your information, you have the right to lodge a complaint with a EU Data Protection Supervisory Authority. That authority should be located either where you live, where we are based, or where you feel issue you wish to complain about took place.

In the UK the relevant Data Protection Supervisory Authority is the Information Commissioners Office (ICO).

1.8 Automated Decision Making

We are responsible lenders. Metro Bank utilises credit scoring to provide an independent, objective and consistent approach to Customer Credit Assessment. We take into account your personal circumstances to see whether we should open a current account or lend to you. To help us to do this, we have a policy to use a process called 'credit scoring' .

The policy rules cover such areas as: CCJs, NOCs, CIFAS warnings, Credit Defaults, Previous mortgage arrears and / or Possessions, existing Metro Bank account status. As a start-up organisation it is not feasible for Metro Bank to develop its own bespoke scorecards for Credit Assessment. As such, Metro Bank will utilise its relationship with the Credit Bureau, Equifax, which provides the industry standard Risk Navigator Score (RNS). The bank will implement new and alter existing policy rules over time as further data or performance records become available.

We or the relevant credit-reference agency take into account available information about you – such as your ability to repay, your credit history and factors such as how long you have lived at your present address. Points are allocated for each piece of relevant information and we then add up these points to produce a score. When your score reaches a certain level, we may use this together with other relevant factors to help decide whether we will agree to your application. If your score does not reach this level, we may not do so or we may only agree to make limited facilities available to you. We also have policy rules to decide whether we will open a current account or lend to you. These policy rules reflect our commercial experience and requirements and help us make the decision whether or not to allow you to open an account or to lend to you. The points allocated under credit scoring are based on a thorough analysis of large numbers of repayment histories over many years of providing credit. This statistical analysis allows us or credit-reference agencies to identify characteristics that predict a likelihood of future performance. We believe it is fair and impartial and helps to produce consistent decisions.

It also helps us to decide whether you can afford our facilities. We try to assess the effect that any borrowing you ask for may have on your overall financial wellbeing.

Every credit or loan application involves a certain level of repayment risk for a lender, no matter how reliable or responsible an applicant is. Credit scoring helps us to work out the level of repayment risk for each applicant based on available information. If that level of risk is unacceptable for us, having looked at your credit score and other factors, we will refuse your application. Exceptionally, Metro Bank will manually assess an application to understand the reason for any credit impairment and whether this is an exceptional circumstance.

We are not obliged to accept an application. If we are unable to accept your application, we will tell you. If we can, we will also tell you the main reason why we did not accept your application. If we refuse your application, we will not pass this information on to a credit-reference agency. You may contact us and ask us to reconsider our decision. If you do, we will generally ask you to give us the extra information that we need.

1.9. Any further uses of your information in future
If we determine that your personal data is to be used for a purpose not already notified to you we will provide you with further information prior to processing for that new purpose.

We will tell you in writing about any changes and allow you 30 calendar days to raise any objections before we make any change. If you have not given your permission for the change to be made, please be aware that it may affect the services we can provide to you and in some instances we may need to close your account (or accounts).

1.10 Where you may see a record or an impact from our activities:

Credit Reference Agencies

We will search your record at credit-reference agencies, when considering your application. We may share your personal information with credit-reference agencies:

- to check your identity;
- to decide if you are eligible for an account, service or facility; or
- as part of our fraud-prevention measures.

Credit-reference agencies use information from a number of different public sources (for example,

the electoral roll, county court judgments and bankruptcies), as well as information from other banks or lenders on how you manage your other banking or credit arrangements.

If you apply for one of our current accounts or credit facilities, we may use details of your credit history to assess your ability to meet your financial commitments. Credit-reference agencies will record details of your application and our search will form part of your credit history. They will do this whether or not you go ahead with your application. These details will be seen by other organisations that examine your record. Records relating to one or more of your partners may already be linked to your record and we may consider these 'associated' records when considering your application.

If you get into financial difficulties, we will give you at least 28 calendar days' notice before we release information about your financial difficulties (default), if you are not disputing the problem, to the credit-reference agencies. We may give you this notice at the time we take formal action against you. This will give you at least 28 calendar days to try to repay money you owe or come to some other arrangement. If we do tell the credit-reference agencies about your financial difficulties, this may affect your ability to get credit in the future.

If you make a joint application for one of our current accounts or credit products, the credit-reference agencies will create an 'association' linking your financial records with those of the people you are applying with. This will be entered into each of your financial records until one of you successfully applies to the credit-reference agencies for the link to be broken (disassociation).

If you hold a current account with us, we will regularly update the credit-reference agencies with details of the status of your account (including the balance of any overdraft), details of any defaults, any changes to your personal information and any special circumstances that apply to your account, such as whether you have entered into an arrangement with your creditors. We will add these details to your record.

If you ask, we will tell you which credit-reference agencies we have used so you can get a copy of your details from them. The credit-reference agency will charge a fee for this information. Law enforcement, fraud prevention and other agencies

If you give us false or inaccurate information and we identify or suspect fraud or other criminal activity, we may pass details to fraud prevention agencies or credit-reference agencies (or both). Law-enforcement agencies may also access and use this information. We and these other organisations may access and use your personal information to prevent fraud and money laundering, for example, when:

- checking details on applications for credit and credit-related accounts or other facilities;
- managing credit and credit-related accounts or facilities;
- recovering debts;
- checking details on proposals and claims for all types of insurance; or
- checking details of job applicants and employees.

If you ask, we will provide you with details of the relevant fraud-prevention agencies.

We and these other organisations may access and use the information recorded by fraud-prevention agencies or credit reference agencies (or both) from other countries

HMRC - Common Reporting Standard

As a recognised financial institute subject to the international 'Common Reporting Standard' we are required to report account holder information to HMRC where the account holder is also resident for tax purposes in other countries. HMRC will exchange these details with those countries. The personal information we must provide includes: name, address, jurisdiction of residence, Tax Identification Number (TIN) and date of birth for each reportable person (including any company controlling persons for company accounts).

We are also required to report:

- Account balance/value at year end (or when the account is closed),
- For custodial accounts the interest, dividends, other income, gross proceeds from sale or redemption paid or credited during the year,
- For depository accounts the gross interest paid or credited in the year,
- For other accounts, the gross amount paid or credited during the year.

1.11 Sources of information we hold about you

The personal information we hold about you is limited to that which:

- you have directly provided to us during application,

- we receive from trusted third parties during eligibility checks
- we collect during the provision of our contracted services to you, and
- we occasionally obtain from publicly available sources.

Your personal information includes all your personal information, including any photograph that we take of you, together with any signature we get from you, as part of our account-opening process for the purpose of checking your identity. If you open an account with us and you are under 18, we may also collect information about your parent or legal guardian who helped you open an account. We may use and keep their information only for the purpose of checking your identity.

You must not give us personal information about someone else (such as a joint applicant or a parent or a guardian) without first getting their permission for it to be used and released. We will assume that he or she has given permission, although we may still ask for confirmation.

We also regularly record and monitor our telephone calls to help improve the products and services we provide to you.

Our web application uses Google Analytics, a web analytics service provided by Google, Inc. ('Google'). Google Analytics uses cookies to help us analyse how you use the application. Neither Metro Bank nor Google will associate your IP address with any other data held by Metro Bank or Google.

We maintain an online presence on popular global social media websites including (but not limited to) Twitter, LinkedIn and YouTube. By engaging with us on these sites, you are accepting that the webpages are available to the general public and agree to the following:

- social media web pages are not private, please do not share your personal account information on any of the websites, including through the use of private messages;
- although we do always try to read every message sent to us on social media, we cannot guarantee a response to every message;
- any pictures you provide on our social media web pages may be used within our internal newsletters; and
- any information that you provide us with on social media webpages may be retained by the webpage for longer than your relationship with us.

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