TSB Objections Process Data Privacy Notice

As part of the proposed transfer, TSB is required to operate a legally compliant objections process and associated management information (MI) reporting.

Customers, colleagues, former colleagues, suppliers and other relevant stakeholders have the right to raise an objection to the proposed transfer.

If you choose to raise an objection, TSB will collect and process personal information that is necessary to:

- Receive, assess and respond to your objection.
- Verify your identity and contact details.
- Provide any support required throughout the objections process.
- Produce management information and reporting relating to objections.
- Meet legal, regulatory and court requirements associated with the proposed transfer.

Information gathered through the objections process will be used to produce reports for regulators and the Court. Personal information will not be included within these reports and any information used for reporting purposes will be anonymised.

Following the objections period, the Court will consider the proposed transfer, including evidence relating to objections received. A summary of objections and outcomes may be included within the court documentation submitted as part of the legal process.

As the Court hearing is a public hearing, members of the public may attend. TSB will handle personal information in accordance with applicable data protection laws and will take appropriate steps to protect your privacy throughout the objections process.

Why does this impact you?

If you choose to object, TSB will need to collect information about you. This means that TSB will hold your information so we can record your objection, consider the points you have raised, respond to you, and meet our legal, regulatory and Court-related obligations as part of the proposed transfer process.

Your information may also form part of the records TSB is required to keep to evidence how objections were managed. We will only use your information for the purposes connected to the objections process, and we will keep it secure and confidential in line with data protection requirements.

What information about you will be used?

If you choose to raise an objection, TSB may collect and process the following personal information:

- Your name and contact details (such as email address, postal address, or telephone number).
- Details of your relationship with TSB or Santander UK, where required.
- Information relating to your objection and any supporting information you choose to provide.

- Any other personal information you voluntarily include in the objection form or correspondence.

We may use information about concerns you have raised regarding the business transfer to help us understand your needs and provide reassurance and appropriate tailored support.

Who will see this information?

Your personal information will only be accessed by individuals who need it to administer and support the objections process within TSB and Santander UK.

This may include:

- Authorised TSB colleagues responsible for reviewing, managing and responding to objections.
- TSB and Santander UK teams responsible for governance, regulatory reporting, legal support and quality assurance.
- Authorised service providers who support the administration of the objections process on TSB's behalf.
- TSB and Santander UK's legal advisers and other parties involved in supporting the proposed transfer process.
- Authorised TSB and Santander colleagues supporting the migration activity.

Where information is shared for reporting, governance or legal purposes, TSB use anonymised or aggregated information.

Looking after your personal information

We will keep your personal information secure and treat it as confidential. We have a dedicated team that looks after data privacy rights. We also have a Data Protection Officer ("DPO") to guide the business and oversee our use of your information:

Data Protection Officer
Henry Duncan House
120 George Street
Edinburgh
$TSB.DPO@tsb.co.uk

How long will we keep your information?

As part of the proposed transfer process, TSB may retain personal information relating to transfer communications and any objections raised for a minimum of **10 years**.

This is because:

- The communications and objection handling process for the proposed transfer form part of a legal transaction and may be required to demonstrate compliance with regulatory, legal and Court requirements.
- Records may be needed to evidence how customers and stakeholders were informed of the proposed transfer and how any objections were managed.

- Documentation relating to the proposed transfer, including customer notifications, objections and associated correspondence, forms part of the official transaction record rather than routine business communications.
- Retaining these records helps TSB meet its legal, regulatory, audit and evidential obligations associated with the proposed transfer.

Your personal information will be retained securely and only for as long as necessary to meet these obligations and in accordance with applicable data protection laws.

Your rights

You have certain rights over your personal information, and we will generally not charge you to exercise these. You have the following rights:

Access

You have a right to ask TSB if we have your personal information. If we do, you have a right to know why we have it, what type of information we have, whether we have or will send it to others, especially outside the European Economic Area, how long we will keep it, where we got it from, and details of any automated decision-making. If you want, you can ask for a copy of your information.

Rectification

Where any of your information is incorrect, you have a right to tell us to correct it promptly. Where your information is incomplete, you can ask us to correct this too.

In certain circumstances, you will have the following extra rights:

Right to object

Depending on the legal basis for which we are using your information, you may be entitled to object. However, if we are using your information to comply with certain legal obligations, we may continue to do so even if you object.

Erasure (right to be forgotten)

You may have a right to have some or all of the information we hold about you deleted. However, due to our regulatory obligations, we are required to keep personal information collected about you as part of this process in archived form for a period of 7 years.

Portability

In certain circumstances you would be entitled to receive some of your information from us electronically. We can either pass the information to you or to another person or business if you want.

Restriction

You might also be entitled to ask us to restrict our use of your information - for example if you think the information we hold on you is wrong and we need to take some time to verify whether that is correct. While we are verifying this, we will not actively use the disputed personal information for any purpose.

Consent

If we ask for your consent to use your information, you can withdraw your consent at any time. You can exercise these rights by contacting us using the details set out above.

We aim to work with you in relation to any request, complaint or question you have about your personal information. However, if you believe we have not adequately resolved a matter, you have a right, at any time, to complain to the ICO, the UK's data protection regulator. You can follow this link to their website: https://ico.org.uk or ask for details from our Data Rights Team. You can write submit your request by visiting ttps://www.tsb.co.uk/privacy.html, write to us at; TSB Bank plc, Data Rights Team, Ingenuity House, Elmdon Trading Estate, Bickenhill Lane, Birmingham, B37 7HQ or call us on 0345 975 8758.