

Nedbank Private Wealth provides our clients with a range of banking and wealth management services. This privacy notice explains why and how Nedbank Private Wealth processes the personal data of our clients (and, where relevant, their family members) and prospective clients ("you" or "your").

## WHO IS RESPONSIBLE FOR YOUR PERSONAL DATA AND HOW CAN YOU CONTACT THEM?

Nedbank Private Wealth is a registered trade name of Nedbank Private Wealth Limited, an Isle of Man registered company with branches in the UK and Jersey (referred to in this document as "**Nedbank**", "**we**", "**our**" or "**us**").

Nedbank is the data controller of your personal data. If you have any comments or questions about how we process your personal data, you can contact our Data Protection Officer in the jurisdiction in which your account is held and where we are registered with the relevant data protection authorities as follows:

- Isle of Man Office: Data Protection Officer, Nedbank Private Wealth Limited, St Mary's Court 20 Hill Street, Douglas, Isle of Man. Registered with the Isle of Man Information Commissioner's Office with registration number 008785V.
- UK Branch: Data Protection Officer, Nedbank Private Wealth Limited, Seventh Floor, 12 Arthur Street, London, EC4R 9AB. The UK branch acts as Nedbank's representative in the UK and is registered with the UK Information Commissioner's Office (with registration number Z3623818).
- Jersey Branch: Data Protection Officer, Nedbank Private Wealth Limited, 31 The Esplanade, St Helier, Jersey, JE1 1FB. The Jersey Branch is registered with the Office of the Information Commissioner in Jersey (with registration number 16740).

Alternatively, you can contact us by email via: [dataprotection@nedbankprivatewealth.com](mailto:dataprotection@nedbankprivatewealth.com)

## WHAT PERSONAL DATA DO WE COLLECT ABOUT YOU?

Dependent upon the services you select, we may collect the following types of personal data about you:

- **Biographical and contact information**, including your name, date of birth, place of birth, country of residence, occupation and contact information such as address, email address and telephone number (and those of your family members, where relevant);
- **Identification and due diligence information**, including your passport information, proof of address, national insurance number (or other tax identification number) and due diligence information such as the results of anti-money laundering and 'know your client' background checks;
- **Financial and wealth related information**, including bank account details and information relating to your financial situation such as your assets, net worth, income, source of wealth, plans for your pension and retirement and your investment objectives; and

- **Online identifiers and device information (for online and mobile banking)**, including IP address, cryptographic tokens (which may be set on your device when you use our online services or our mobile app), and potentially other information from the device you install our mobile app on, or use to access our online services, where you give us the relevant permissions to do so.

We may also collect special categories of personal data, including more sensitive personal data, such as information concerning your health or medical conditions ("sensitive personal data") as well as data relating to criminal convictions and offences, where relevant for the purposes set out below.

## OUR LEGAL BASES FOR USING YOUR PERSONAL DATA

We may process your personal data because it is **necessary for the performance of a contract** with you or in order to take steps at your request prior to entering into a contract. In this respect, we may use your personal data:

- to interact with you before you become our client, for example when you express your interest in our services and request us to send you promotional material or answer enquiries about our services;
- once you have engaged us and become our client, to provide you with the services as set out in our Terms and Conditions or any other contractual document (including, where applicable, the terms and conditions applicable to your use of our online services or our mobile app);
- for the purposes of processing subscriptions, dividend payments, transfers and redemptions and distributing financial statements, notices and performance reports in relation to investment services provided to you;
- corresponding and interacting with you (or others acting on your behalf) about our services, including dealing with any concerns or feedback that you may have; and
- maintaining records of your transactions.

We may also process your personal data for our **compliance with our legal obligations**. In this respect, we may use your personal data:

- to confirm your identity and carry out due diligence checks, including to confirm your source of wealth for anti-money laundering and 'know your client' purposes;
- to fulfil our legal, international tax reporting obligations, including any future obligations arising from changes to international tax legislation;
- to meet our other compliance and regulatory obligations, including in order to comply with any requirement of any applicable statute, regulation or regulatory rule to which we are subject.

We may also process your personal data because it is necessary for our or a third party's **legitimate interests**. Our "legitimate interests" include our commercial interests in operating our business in a client focused, efficient and sustainable manner, in accordance with all applicable legal and regulatory requirements. In this respect, we may use your personal data:

- when outsourcing selected 'back office' functions to third parties (for example, suppliers of hosted software solutions or cloud storage providers, or third parties we use to administer our online services and mobile app) for the purposes of efficient, fast and secure access to data;
- to monitor and evaluate the performance and effectiveness of our services; and
- for our promotional purposes, including in order to keep you informed (by letter, telephone, email and other electronic means) of our services which may be of interest to you. We will try to use your preferred method, although sometimes the law requires us to send certain communications by post.

Note: If you do not wish to receive such marketing information, please let us know now or at any time in the future, and your details will be removed from our mailing list(s).

We may also process your personal data where:

- it is necessary for reasons of **substantial public interest** (for example, where the due diligence checks we carry out involve our processing data relating to criminal convictions and offences);
- it is necessary for the **establishment, exercise or defence of legal claims** (for example, to protect and defend our rights or property, and/or the rights or property of our clients, or of third parties); and
- we have your specific or, where necessary, explicit **consent** to do so (for example, where we need your permission to set cookies on your device so that you can use our online services properly, or where we process sensitive personal data concerning your health or medical conditions for the purpose of making adjustments when we meet with you or to provide you with a more responsive, tailored service).

## FROM WHERE DO WE COLLECT PERSONAL DATA ABOUT YOU?

We collect your Personal Data from the below sources.

Data you give to us:

- from information you provide to us when you interact with us before becoming a client, for example when you contact us to request information about our services;
- when you ask us to provide services to you and provide us with your personal data (and your family members' personal data, where relevant) in client application forms such as our Financial Profiler document (and in accompanying identification documents).

Data we collect when you use our services:

- in the other ways you interact with us during your time as our client, for example when you meet with us or we have formal correspondence and other communications with you in connection with the services provided to you;

- access and usage data gathered from devices that you use to connect to and utilise our online services, including information obtained from your use of our mobile app.

Data from third parties when you use our services:

- from third parties and publicly available sources, for example when we consult credit reference agencies and carry out due diligence checks on you before we can accept you as a client;
- from third party intermediaries / introducers and your agents and representatives where they are interacting with us on your behalf.

## MONITORING OF COMMUNICATIONS

Nedbank records and monitors the use of the firm's telephone and email communications equipment. We will also preserve records of your instructions and messages sent and received using our online services or via our mobile app. We will keep a record of these recordings and electronic communications for as long as is required by relevant regulations. This means that your communications with us may be monitored for the following purposes:

- for training purposes, allowing us to improve the quality of our communications with you;
- as evidence of your instructions and to ensure that we are providing a high quality service to you;
- in order to comply with our legal obligations and with regulatory rules or requirements;
- for the establishment, exercise or defence of disputes or legal claims (where relevant); and
- for preventing or detecting crime (including fraud).

## WHO WE SHARE YOUR PERSONAL DATA WITH

In order to provide our services to you, we may disclose your personal data:

- if you are a client administered by one of our South Africa relationship managers, then your personal data will be shared with other organisations in the Nedbank group, including our parent company Nedbank Group Limited (a South African registered company);
- to third parties we may engage to perform, or assist in the performance of, our services or to advise us including those based in the UK or elsewhere in Europe (notwithstanding any previous indication we may have given you that we will store your personal data in a particular country or territory), for example parties who we engage with to perform anti-fraud, or due diligence checks;
- to counterparties or, where you are a beneficiary or policyholder in respect of a portfolio, fund or account which is legally owned by a third party provider, to such third party provider;
- if you are a joint client (a joint account holder), to the other client named in any relevant Terms and Conditions or any other contractual document (including, where applicable, the terms and conditions applicable to your use of our online services or our mobile app) in so far as relates to the accounts that you are joint account holders on;



## PRIVACY NOTICE

- to your representatives and those who are administering your finances for you, including where those representatives access our online services on your behalf; and in circumstances where we are required or authorised by law (including applicable data protection and tax laws), court order, regulatory or governmental authorities to disclose your personal data.

### TRANSFERRING YOUR PERSONAL DATA OVERSEAS

Where relevant for your services, your personal data may be transferred to and processed outside of the European Economic Area ("EEA") in countries or territories that do not provide the same level of protection for personal data as the EEA does. Where this happens, we will put appropriate measures in place to ensure the adequate protection of your personal data.

In these circumstances, your personal data will only be transferred on one of the following grounds:

- the country or territory to which the transfer is made ensures an adequate level of protection for personal data (in particular, transfers of personal data between the Isle of Man, Jersey and the UK are covered by the European Commission's decisions on the adequate protection of personal data in the Isle of Man and Jersey, respectively);
- Nedbank and the recipient of the personal data outside the EEA have signed a form of model data protection clauses (standard contractual clauses) approved by the European Commission; or
- there exists another situation where the transfer is permitted under applicable law (for example, where we have your explicit consent to make the transfer).

You can obtain more details of the protection given to your personal data when it is transferred outside the EEA (including a copy of the standard contractual clauses which Nedbank has entered into with recipients of your personal data) by contacting us using the details set out below.

### HOW DO WE PROTECT YOUR PERSONAL DATA?

Nedbank Private Wealth is committed to protect your right of privacy and will take all reasonable and appropriate actions to protect the personal data that we hold from misuse, alteration, disclosure, destruction or unauthorised access. We have put in place a range of appropriate technical and organisational measures, including procedures to deal with any suspected data breach which may impact you as an individual. You are responsible for ensuring that any personal data that you send to us directly is sent securely, for example using password protection or encryption.

### HOW LONG DO WE KEEP YOUR PERSONAL DATA?

We will retain your personal data for as long as we are providing you with the services referred to in any relevant Terms and Conditions or any other contractual document (including, where applicable, the terms and conditions applicable to your use of our online services or our mobile app), and for as long as necessary or required for legal and regulatory purposes after the relationship between you and us has ended, or if your application for a particular service or services is declined or abandoned.

For more information about the data retention periods applicable to your personal data, please refer to the Nedbank Group Data Retention Policy, a copy of which is available on request.

### YOUR RIGHTS IN RELATION TO YOUR PERSONAL DATA

Under the General Data Protection Regulation ("GDPR"), you have the following rights in relation to our processing of your personal data. Please note that these rights are not absolute, and we may be entitled or required to refuse requests where exceptions apply.

- to obtain access to, and copies of, the personal data that we hold about you;
- to require us to correct the personal data we hold about you if it is incorrect;
- to require us to erase your personal data in certain circumstances;
- to require us to restrict our data processing activities in certain circumstances;
- to object, on grounds relating to your particular situation, to any of our particular processing activities where you feel this has a disproportionate impact on your rights;
- to receive from us the personal data we hold about you which you have provided to us, in a reasonable format specified by you, including for the purpose of your transmitting that personal data to another data controller (for example, another investment firm);
- where our processing is based on your consent, you may withdraw that consent, without affecting the lawfulness of our processing based on consent before its withdrawal.

If you have given your consent and you wish to withdraw it, please contact us using the contact details as set out below. Please note that where our processing of your personal data relies on your consent and where you then withdraw that consent, we may not be able to provide all or some aspects of our services to you and/or it may affect the provision of those services.

If you are not satisfied with how we are processing your personal data, you can raise a concern with the Information Commissioner relevant to your account with us. You can also find out more about your rights under data protection legislation from the Information Commissioner's Office websites available at:

- Isle of Man Information Commissioner: [www.inforights.com](http://www.inforights.com)
- UK Information Commissioner: [www.ico.org.uk](http://www.ico.org.uk)
- Jersey Office of the Information Commissioner: [www.oicjersey.org](http://www.oicjersey.org)

### CHANGES TO THIS PRIVACY NOTICE

This privacy notice was updated on 23 September 2020 and supersedes any previous privacy notice or similar terms provided by, or on behalf of, Nedbank in connection with the services we provide to you. If we change this privacy notice, to keep you fully aware of our processing of your personal data and related matters, we will publish the new version to our website: [www.nedbankprivatewealth.com](http://www.nedbankprivatewealth.com)

