



## **Barclays Statement on Data Protection**

### **Introduction**

As a global financial services company, with over 42 million customers and operating in over 50 countries, Barclays handles a large volume of personal information. This information can relate to customers, employees, other workers, pensioners, shareholders, business contacts and suppliers.

Personal information can be defined as information about an individual that is personally identifiable, such as their name, address, email address, telephone number and details of their financial affairs.

Barclays understands that the protection of personal information is an essential requirement for any business, especially a bank that people entrust with details of their financial arrangements. The way in which we collect, and share, such information is equally important. Our customers, for example, expect that we manage their information according to high standards of privacy and security. Failure to meet their expectations would lead to a serious loss of trust in our business.

This statement outlines the steps we have taken to ensure that the privacy and security of personal information is respected throughout our organisation. It also highlights Barclays Privacy Principles, which set out the parameters placed around the collation, retention and use of this information and reflect our commitment to safeguarding personal data.

### **Laws and regulations**

Barclays is defined as a data controller under European data protection legislation and is consequently required to implement appropriate technical and organisational measures to protect personal information.

The security and protection of customer information is also overseen by other regulatory institutions, including financial services regulators (in the UK this includes the Financial Services Authority and the Lending Standards Board). In addition to this, we are subject to the common law duty of confidentiality.

We take our legal and regulatory obligations seriously and have developed robust policies, practices and training to ensure the protection of personal information, including when transferring the information outside the Barclays Group. For example, we take steps to ensure that sub-contractors are required to comply with their obligations under all applicable data protection legislation in respect of any personal data handled which is relevant to their work for Barclays.



## Barclays Policy and Principles

Our Group Privacy Policy governs how we collect, handle, store, share, use and dispose of information about people. We regard sound privacy practices as a key element of corporate governance and accountability.

The Barclays Privacy Principles are published on our website and let individuals know how we will use their information. They are as follows:

- We will only collect and use personal information where we have lawful grounds and legitimate business reasons to do so.
- We will be transparent in our dealings with people, and tell them how we will collect and use their personal information.
- If we have collected information for a particular purpose we will not use it for anything else unless the person has been informed and where relevant their permission obtained.
- We will not ask for more information than we need for the purposes for which we are collecting it.
- We will update our records when informed that details have changed.
- We will continue to review and assess the quality of our information.
- We will implement and adhere to information retention policies relating to personal information and will ensure that it is securely disposed of at the end of the appropriate retention period.
- We will observe the rights granted to individuals under applicable privacy and data protection laws and will ensure that queries relating to privacy issues are dealt with promptly and transparently.
- We will train our staff on their privacy obligations.
- We will ensure we have appropriate physical and technological security measures to protect personal information regardless of where it is held.
- We will ensure when we outsource any processes that the supplier has appropriate security measures in place and will contractually require them to comply with these Privacy Principles.
- We will ensure that suitable safeguards are in place before personal information is transferred to other countries.

