

How we use personal information

We/us/our means Clydesdale Bank PLC trading as Clydesdale Bank and Yorkshire Bank.

You/your means the person(s) that is our customer.

Group means Clydesdale Bank PLC, each subsidiary or holding company of Clydesdale Bank PLC from time to time, and each subsidiary from time to time of any such holding company. A complete list is available on request.

We will share information about you with other members of the Group. The following sections explain in more detail how and for what purposes the Group will use your personal information.

Using your personal information

We currently may hold personal and financial information about you and may obtain or receive such information about you in the future. The information we process about you will be obtained from various sources including:

- Directly from you;
- From your dealings with any member of the Group including from the transactions and operation of your accounts and services;
- From other organisations including credit reference and fraud prevention agencies; and
- From persons who know you including joint account holders and persons with whom you are financially linked in the context of a particular product.

For our internal operational reasons we may link information concerning your accounts with us to information concerning other products and services we provide to you. We may also link your information to that of other individuals with whom you are financially associated.

Such information may also include sensitive personal data, such as information relating to your health or criminal convictions or proceedings. However, we only hold such data where we need to for the purposes of the product or services we provide to you (for example, insurance products) or where it is in our normal course of business to do so.

Uses of your information

We will use your information:

- To operate and administer the products and services we provide to you;
- To assess the suitability of our products and services for you;
- To analyse the operation of your accounts and services and your purchasing preferences;
- To make credit decisions about you (which may involve credit scoring);
- To develop, improve and market our products and services generally;
- For the prevention of fraud and money laundering;
- For market and product analysis purposes; and
- For debt recovery purposes.

We may also use your information for system testing purposes.

Where a third party has introduced your custom to the Group we may pass back to the introducer information to enable administration of any payment or settlement.

In providing products and services involving insurance to you we are required to pass your details to insurers. Information you provide in connection with any claims made under the insurance may be recorded on a register of claims through which insurers share information to prevent fraudulent claims. A list of participants and the register operator is available from the insurers.

We use a process known as credit scoring – a method which predicts the credit worthiness of a customer based on their financial profile – and may use other automated decision making processes to assist in the assessment of applications, verification of identity and to make other decisions during your relationship with us. We will tell you the reason for any decision that we make using such processes, if you request us to do so. You have the right to ask us to review such decisions manually.

Confidentiality

We will treat all your information as confidential and will not give your information to anyone except where:

- We are permitted to do so by law;
- We have a public duty to disclose the information;
- We need to do so to comply with the requirements, codes or recommendations of any of our regulators;
- We have your consent (which is not necessarily required to be in writing);
- It is necessary for the performance of any product or service that we provide to you; or
- We have transferred (or are planning to transfer) any of our rights or obligations to another party.

Fraud prevention agencies

In order to prevent or detect fraud, the information provided in applications will be shared with fraud prevention agencies. If false or inaccurate information is provided by you or on your behalf, if we suspect fraud or if fraud is identified, details will be kept in our records and also passed to fraud prevention agencies, law enforcement agencies and other organisations involved in crime and fraud prevention which may access and use this information.

We and those other organisations may access and use this information to prevent fraud and money laundering, for example, when:

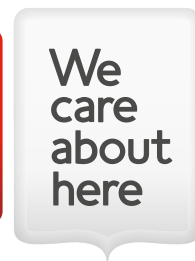
- Checking details on applications for credit and credit related or other facilities;
- Managing credit and credit related accounts or facilities;
- Recovering debt;
- Checking details on proposals and claims for all types of insurance; or
- Checking details of job applicants and employees.

We and other organisations may access and use from other countries the information recorded by fraud prevention agencies.

Credit reference agencies

In order to assess any applications that you may make for credit products or any request for an increase to any existing credit product that we may already provide to you, or your suitability for, or to provide you with, credit products and services, we will search the records of one or more licensed credit reference agencies to obtain information about you, including your credit history.

We may also make periodic searches at credit reference agencies and fraud prevention agencies to manage your account with us and to instantaneously validate details such as your name (including other names you may be or have been known by), contact details (including current and former address(es), alternative addresses, internet protocol address, email address(es) and other contact details you may use when transacting with us or that you give us to deliver goods or services), date of birth, and, for banking and/or payment card transactions, details of the account and sort code, payment card number, card expiry date and issue number.



In all cases, these details may be checked against those already held in fraud prevention agencies' or credit reference agencies' records to help us detect and prevent fraud, to comply with anti-money laundering regulations, and generally to validate the details being used or provided in any application or in relation to any transaction.

These fraud prevention and credit reference agencies may add details of our search to the records they hold on you, including (where the search is consequent to an application for credit) details of your application whether or not your application proceeds, for them to use and provide validation services to other organisations in banking, lending, insurance and retail situations, or where you are applying for or transacting online for the supply of any kind of goods or services. This may impact upon your ability to obtain credit elsewhere within a short period of time.

The credit reference agencies supply us with both public (including electoral register) and shared credit and fraud prevention information. When credit reference agencies receive a search from us, they will place a search footprint on your credit file that may be seen by other lenders and other companies unrelated to us (e.g. other credit reference agency customers) for the purposes mentioned above.

We may also add details of how your agreements or accounts operate with us to these records including limits, balances, payment performance, any default or failure to keep to the terms of your agreement and any failure to advise us of a change of address where a payment is overdue. If you do not repay in full and on time, credit reference agencies will record the outstanding debt. If you have borrowed from us and do not make payments that you owe us, we may trace your whereabouts and recover debts.

Credit searches and other information provided to the credit reference agencies and fraud prevention agencies about you, and those with whom you are linked financially, may be used and disclosed by such agencies to other companies unrelated to us for the purposes mentioned above.

Credit reference agencies will also use the information for statistical analysis about credit, insurance and fraud. In providing their services, fraud prevention agencies and credit reference agencies may engage other companies under appropriate terms.

Financial links and associations

For the purposes of this application you may be treated as financially linked and your application will be assessed with reference to any "associated" records. An "association" between joint applicants and/or any individual identified as your financial partner will be created at credit reference agencies, which will link your financial records. You and anyone else with whom you have a financial link understand that each other's information will be taken into account in all future applications by either or both of you. This linking will continue until one of you successfully files a 'disassociation' at the credit reference agencies.

Information held about you by the credit reference agencies may already be linked to records relating to one or more of your partners.

Provision of services, transfer of information and regulators

From time to time we will engage service providers, agents and subcontractors to provide services. They will have access to, and will process, your information on our behalf to provide such services.

We may need to transfer your information abroad to other Group companies, service providers, agents and subcontractors in countries where they may not have data protection laws providing the same level of protection as those in

the European Economic Area, such as Australia, New Zealand and the USA.

In each of the above circumstances, we will ensure that your information is processed only in accordance with the applicable legislation and under strict obligations of confidentiality.

We may also be required to share information about you with our regulatory authorities.

Sharing Information about You with tax authorities

If we take the view that you may be required to report your income or are otherwise subject to tax in another country then we may share information about your accounts with the relevant foreign tax authority or with the UK tax authority (which may then share that information with the appropriate foreign tax authority). If, to facilitate this, we need to request information or documents from you then you must supply these to us within 30 days. If you don't do this, you agree that we may either close your account or, if the law or other regulations requires us to do so, withhold such funds from your account as required and pass those withheld funds to the relevant tax authorities.

Marketing

We may, where it is in accordance with our record of your marketing preferences, contact you by post, phone, fax, e-mail, SMS text, internet banking, mobile banking or other reasonable means to inform you about products and services supplied by ourselves or selected third parties that we consider may be of interest to you. We will not pass your information to anyone outside our Group for their own marketing purposes. You can inform us at any time if you do not want to receive marketing information from the Group.

Sale or Transfer

If we or any other company in our Group wishes to sell or transfer all or part of its business and assets or any associated rights of interest, or to acquire a business or enter into a merger, we may require to disclose your personal data and confidential information to any potential buyer, transferee, merger partner or seller and its advisers and any other persons we may reasonably decide requires to see such information. We will ensure that your information is processed only in accordance with our instructions and under strict obligations of confidentiality. If the sale or transfer is completed the buyer, transferee, or merger partner may continue to use, process and disclose your information subject to the same provisions set out here.

Changes to your information

We wish our service to meet your expectations on all occasions. To do so we need the information we hold about you to be accurate and up to date. Please help us by informing your branch promptly of any changes to your personal circumstances or details.

Your rights

You are entitled to a copy of the personal information we hold about you on payment of a fee. For further information on your rights under the Data Protection Act, you can contact The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or visit www.ico.gov.uk

If you would like details of the agencies from which we obtain and record information about you, please write to:
Central Refer Unit, 20 Merrion Way, Leeds, LS2 8NZ.

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