



## Privacy Notice Guarantors

**Warning: As a guarantor of this loan, you will have to pay off the loan, the interest and all associated charges if the borrower does not. Before you sign this guarantee you should get independent legal advice**

A credit union is a member-owned financial cooperative, democratically controlled by its members, and operated for the purpose of promoting thrift, providing credit at competitive rates, and providing other financial services to its members. Data collection, processing and use are conducted solely for the purpose of carrying out the abovementioned objectives.

Our contact details are:

Address: 37-41 Cregagh Road, Belfast BT68PX

Phone: 02890455415

Email: [info@willowfieldcreditunion.co.uk](mailto:info@willowfieldcreditunion.co.uk)

Data Protection Officer/Representative Contact Details:

Phone: 02890455415

Email: [info@willowfieldcreditunion.co.uk](mailto:info@willowfieldcreditunion.co.uk)

Willowfield Credit Union is committed to protecting the privacy and security of your personal data. This privacy notice describes how we collect and use personal data about you during and after your relationship with us.

### What personal data do we use?

We may collect, store, and use the following categories of personal data about you:

- Your name, address details

### Purpose for which we process your personal data

- To ensure repayment of the loan and to facilitate the requirements of the contract between you and the credit union;
- To contact you in respect of your guarantee in the event of the change of circumstance of the member/ member getting into arrears;
- To contact you in respect of your guarantee in the event of the member getting into arrears;
- Collection of the debt; and
- Conduct due diligence/credit checking

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your

personal data.

### **Data Retention Periods**

We will only retain your personal data for as long as necessary to fulfil the purpose(s) for which it was obtained, taking into account any legal/contractual obligation to keep it. We document the reasons for our retention periods and where possible the retention periods themselves in our Retention Policy. Your details will be held for seven years following date of demand, discharge, transfer or repayment of the loan.

Once the retention period has expired, the respective data will be permanently deleted. If you require further information please contact us. Please see our data retention schedule at [www.willowfieldcreditunion.co.uk](http://www.willowfieldcreditunion.co.uk).

### **Updates to this notice**

We will make changes to this notice from time to time, particularly when we change how we use your information, and change our technology and products.

### **How we may share the information**

We may also need to share some of the above categories of personal data with other parties, such as the Irish League of Credit Unions (ILCU)<sup>1</sup> and our advisers such as solicitors, debt collectors or auditors. Usually, information will be anonymised but this may not always be possible. The recipient of the information will be bound by confidentiality obligations. We may also be required to share some personal data with our regulators as required to comply with the law. The Privacy Notice of the ILCU is available at [www.creditunion.ie](http://www.creditunion.ie).

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<sup>1</sup>The ILCU (a trade and representative body for credit unions in Ireland and Northern Ireland) provides professional and business support services such as regulatory, legal, compliance and monitoring services to affiliated credit unions. We may disclose information in the guarantee form to authorised officers or employees of the ILCU for the purpose of the ILCU providing services to us.

## **Our use your information**

Our legal basis for processing personal data supplied by you for the purpose of this guarantee is in furtherance of this contract and legitimate interest if a credit search /due diligence is conducted.

**Credit Assessment and Credit Reference Agencies:** We may share information you have provided to us with credit reference agencies to verify your identity and suitability to guarantee a loan, using information from the Electoral Register and other public sources. When you guarantee a member's loan, we may check the following records about you:

- (a) our own records;
- (b) records at credit reference agencies. 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. They supply to us both public (including the electoral register) and shared credit and fraud prevention information; and
- (c) Those at fraud prevention agencies.

**Our legitimate interest:** The credit union, for its own benefit and therefore the benefit of its members, must lend responsibly and will use your credit scoring information in order to determine your suitability to guarantee the loan being applied for by a member. When using the service of a credit referencing agency we will pass them your personal details and details of your credit performance. The searches may also assess your application for the purpose of verifying identities, to prevent and detect crime and money laundering. If you give us false or inaccurate information and we suspect or identify fraud we will record this and may also pass this information to fraud prevention agencies and other organisations involved in crime and fraud prevention.

Further information about credit reference agencies, and financial connections and how they may be ended, can be obtained from the Credit Reference Agency Information Notice (CRAIN) which sets out how the three main credit reference agencies Callcredit, Equifax and Experian, each use and share the personal data they receive about you and/or your business that is part of or derived from or used in credit activity. CRAIN is available at the CRAIN website <http://www.experian.co.uk/crain/index.html>.

## Your Rights in connection with your personal information are to:



**To find out** whether we hold any of your personal data and **if we do to request access** to that data that to be furnished a copy of that data. You are also entitled to request further information about the processing.



**Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you rectified.



**Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).



**Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.



**Request the restriction of processing** of your personal information. You can ask us to suspend processing personal information about you, in certain circumstances.



Where we are processing your data based solely on your consent **you have a right to withdraw that consent at any time and free of charge.**



Request that we: a) **provide you with a copy of any relevant personal data in a reusable format**; or b) **request that we transfer your relevant personal data to another controller** where it's technically feasible to do so. 'Relevant personal data is personal data that: *You have provided to us or which is generated by your use of our service. Which is processed by automated means and where the basis that we process it is on your consent or on a contract that you have entered into with us.*

You have a **right to complain** to the **Information Commissioners Office (ICO)** in respect of any processing of your data by:

**Telephone:** 028 9027 8757 or 0303 123 1114  
**Email:** ni@ico.org.uk

**Post:** ICO, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB

**\*\*Please note that the above rights are not always absolute and there may be some limitations.**

If you want access and or copies of any of your personal data or if you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we send you a copy/a third party a copy your relevant personal data in a reusable format please contact **The Data Protection Officer** in writing using their contact details provided.

**There is no fee in using any of your above rights**, unless your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

**We may need to verify your identity if we have reasonable doubts as to who you are.** This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

### **Ensuring our information is up to date and accurate**

We want the service provided by us to meet your expectations at all times. Please help us by telling us straightaway if there are any changes to your personal information. If you wish to avail of either of these rights, please contact us at 02890455415.