

Important Data Protection

A Guide

**to the use of your personal and business data
by Royal Liver Assurance Limited
and
Credit Reference and Fraud
Prevention Agencies**

Q: What is a credit reference agency?

A: Credit reference agencies (CRAs) collect and maintain information on consumers' and businesses' credit behaviour, on behalf of organisations in the UK.

Q: What is a fraud prevention agency?

A: Fraud Prevention Agencies (FPAs) collect, maintain and share, information on known and suspected fraudulent activity. Some CRAs also act as FPAs.

Q: Why do you use them when I have applied to your organisation?

A: Although you have applied to us, Royal Liver Assurance Limited, and we will check our own records, we will also contact CRAs to get information on your credit behaviour with other organisations. This will help us make the best possible assessment of your overall situation before we make a decision.

Q: Where do they get the information?

A:

- publicly available information: -
 - The Electoral Register from Local Authorities
 - County Court Judgments from Registry Trust.
 - Bankruptcy (and other similar orders) from the Insolvency Service.
- Fraud information may also come from fraud prevention agencies.
- Credit information comes from information on applications to banks, building societies, credit card companies etc and also from the conduct of those accounts.

Q: How will I know if my information is to be sent to a CRA or FPA?

A: You will be told when you apply for an account if your application data is to be supplied. The next section of this leaflet will tell you how, when and why we will search at CRAs and FPAs and what we will do with the information we obtain from them. We will also tell you if we plan to send payment history information on you or your business, if you have one, to CRAs. You can ask at any time the name of CRAs and FPAs.

Q: Why is my data used in this way?

A: We and other organisations want to make the best possible decisions we can, in order to make sure that you, or your business, will be able to repay us. Some organisations may also use the information to check your identity. In this way we can ensure that we all make responsible decisions. At the same time we also want to make decisions quickly and easily and, by using up to date information, provided electronically, we are able to make the most reliable and fair decisions possible.

Q: Who controls what such agencies are allowed to do with my data?

A: All organisations that collect and process personal data are regulated by the Data Protection Act 1998, overseen by the Information Commissioner's Office. All credit reference agencies are in regular dialogue with the Commissioner. Use of the Electoral Register is controlled under the Representation of the People Act 2000.

Q: Can just anyone look at my data held at credit reference agencies?

A: No, access to your information is very strictly controlled and only those that are entitled to do so, may see it. Usually that will only be with your agreement or (very occasionally) if there is a legal requirement.

**Read this section very carefully,
it will vary from lender to lender**

What Royal Liver Assurance Limited does

1. When you apply to us to open a business account, this organisation may: -

- (a) Check our own records for information on: -
 - i. Your business accounts.
- (b) Search at credit reference agencies for information on: -
 - i. Public data on your and your business partners' personal credit behaviour
 - ii. your business accounts;
- (c) Search at fraud prevention agencies for information on your business, you, your business partners and your address(es).

2. What we do with the information you supply to us as part of the application: -

- (a) Information that is supplied to us will be sent to the credit reference agencies.
- (b) 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.
- (c) Your data may also be used by us, to offer your business other products but only if permitted.
- (d) If you tell us that you are a director/owner or partner in a company with 3 or less director/owner or partners and you give information about other director/owners or partners we will: -
 - i. Record information at credit reference agencies about your business.

So you must be sure that you have their agreement to disclose information about them.

3. With the information that we obtain we will: -

- (a) Assess this application for credit and/or;
- (b) Check details on applications for credit and credit related or other facilities;
- (c) Verify your identity and the identity of, other directors/ business partners;
- (d) Undertake checks for the prevention and detection of crime or fraud and/or money laundering;
- (e) We may use scoring methods to assess this application and to verify your identity;
- (f) Manage your personal and/or business account (if you have one) with ourselves;
- (g) Undertake periodic statistical analysis or testing to ensure the accuracy of existing and future products and services;
- (h) Any or all of these processes may be automated.

4. What we do when you have an account: -

- (a) We may make periodic searches of our own group records and credit reference agencies to manage your account with us, including whether to continue or extend existing credit. We may also check at fraud prevention agencies to prevent or detect fraud.
- (b) If you have borrowed from us and do not make payments that you owe us, we will trace your whereabouts and recover payment.

What Credit Reference and Fraud Prevention Agencies do

5. When credit reference agencies receive a search from us they will:

- (a) Place a credit search “footprint” on your company credit file whether or not this application proceeds. If the search was for a credit application, the record of that search (but not the name of the organisation that carried it out) may be seen by other organisations when your business applies for credit in the future.
- (b) Place an enquiry search on the personal credit files of any director/owner or partner that have been searched. These enquiry searches will not be seen by other organisations if any director/owner or partner applies for credit in the future.
- (c) Link together the previous and subsequent names advised by you, of anyone that is a party to the account.

Supply to us: -

- (d) Information about your company such as previous applications for credit
- (e) Public information such as County Court Judgments (CCJs) and bankruptcies.
- (f) Electoral Register information on you and your business partners.
- (g) Faud prevention information.

6. When information is supplied by us, to them, on your account(s): -

- (a) Credit reference agencies will record the details that are supplied on your business account

7. How your data will **NOT** be used by credit reference agencies: -

- (a) It will **not** be used to create a blacklist.
- (b) It will **not** be used by the credit reference agency to make a decision.

How your data **WILL** be used by credit reference agencies:

- (c) The information which we and other organisations provide to the credit reference agencies about you, your business partners and your business may be supplied by credit reference agencies to other organisations and used by them to
 - i) Prevent crime, fraud and money laundering by, for example checking details provided on applications for credit and credit related or other facilities
 - ii) Check the operation of credit and credit-related accounts
 - iii) Verify your identity if you or your business partner(s) applies for other facilities.
 - iv) Make decisions on credit and credit related services about you and/or your business partner, or your business.
 - v) Manage your personal, your business partner’s and/or business credit or credit related account(s).
 - vi) Trace your whereabouts and recover debts that you owe.
 - vii) Undertake statistical analysis and system testing.

8. How your data may be used by fraud prevention agencies:

(a) The information which we provide to the fraud prevention agencies about you, your business partners and your business may be supplied by fraud prevention agencies to other organisations and used by them and us to:

i) prevent crime, fraud and money laundering by, for example: -

- (1) ; checking details provided on applications for credit and credit related or other facilities
- (2) Managing credit and credit related accounts or facilities
- (3) Cross checking details provided on proposals and claims for all types of insurance.
- (4) Checking details on applications for jobs or when checked as part of employment

(b) Verify your identity if you or your business partner(s) applies for other facilities including all types of insurance proposals and claims.

(c) Trace your whereabouts and recover debts that you owe.

(d) Conduct other checks to prevent or detect fraud

(e) Undertake statistical analysis and system testing.

9. Your data may also be used for other purposes for which you give your specific permission or, in very limited circumstances, when required by law or where permitted under the terms of the Data Protection Act 1998.

10. Your data may also be used to offer you other products, but only if permitted.

How to find out more

You can contact the 3 agencies currently operating in the UK; the information they hold may not be the same so it is worth contacting them all. They will charge you a small statutory fee.

- **CallCredit**, Consumer Services Team, PO Box 491, Leeds, LS3 1WZ or call 0870 0601414 (Personal credit data only)
- **Equifax PLC**, Credit File Advice Centre, PO Box 3001, Bradford, BD1 5US or call 0870 010 0583 or log on to www.myequifax.co.uk
- **Experian**, Consumer Help Service, PO Box 8000, Nottingham NG80 7WF or call 0870 241 6212 or log on to www.experian.co.uk

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