

How can I find out further information?

You can call us free on 0500 007 007. Your call will be taken by one of NS&I's award-winning UK customer service team. We're available every day from 7am till midnight.

Calls from mobiles may not be free. Calls may be recorded

What agreements do you have with other organisations?

The activities of the Director of Savings are governed by a number of Acts and Regulations including the National Debt Act 1972, the National Savings Bank Act 1971 and the National Savings Bank Regulations 1972. NS&I's public duty stems from our 'Obligation of Secrecy' provisions that are contained within the legislation that governs us. Secondary legislation defines the execution and maintenance of products issued by the Director of Savings and determines when disclosure of data can be made. If an external authority with Statutory Powers requires information from us we would disclose it, for example where criminal activity is suspected, we will disclose to a named authority who will be exercising their powers of investigation with regards to a specific matter.

In common with all banks and building societies, NS&I are required to verify the identity and address of our customers before we can accept an application to invest. To do this we make electronic checks using data from a third party.

We would never sell information to any other organisation for commercial use.

What is too much or irrelevant in relation to information?

We would ask for as much as is required to give a speedy service to you. For example we may ask for name, address, date of birth and amount of your investment for a purchase. We may even ask for a telephone number in case we need to clarify any information to help us issue your bonds or certificates.

What procedures do you have for collecting and keeping your records safe?

Documents are collected, classified and stored as images for stipulated timeframes. Paper documents are stored securely with limited access and electronic records are encrypted and password protected.

Why do you share information for Evidence of Identity?

To fulfil anti money laundering obligations we must complete checks to verify your name and address before we are able to process your application and issue you with a welcome pack.

Credit reference agencies are used by many financial organisations to verify the identity and address of the person making the investment because they have wide access to up to date names and addresses of people that live in the UK. We will only verify your identity to fulfil money laundering regulations and not to check credit worthiness.

What security measures are in place?

Security is of the utmost importance to NS&I. Any information that is sent or stored by us uses the highest levels of encryption. We take appropriate security measures to protect data in line with the Data Protection Act 1998 depending on the nature of the information, how it is to be stored and the length of time it needs to be stored for.

Security is a key feature of the NS&I brand – NS&I reminds all customers to follow recommended security measures to keep their data safe you can find these on our website or within your welcome packs.

We comply with the safeguards enshrined by the Data Protection Act and we adhere to best practice to ensure customer data is secure.

We do not reveal any details about our customers to anyone not connected to National Savings and Investments unless:

- the customer asks us to reveal the information or we have your permission to do so, or
- there is a legal reason to do so, or
- there is a duty to the public to reveal the information

Where do you keep your retention logs and records?

Our procedures require each business unit to maintain a log of the data retained.

If a breach occurs what steps are put in place to rectify it?

All potential breaches would be raised as part of our joint governance processes. Remedial action would be agreed and implemented in the best interests of our customers and to ensure that all customers are treated fairly.

How frequently do you review your processes?

All processes are reviewed on a regular basis as part of our overall governance in addition to those required for contingency planning purposes.

What measures are in place to safeguard information?

NS&I conducts its business in compliance with all applicable legal requirements, such as, but not restricted to, the Data Protection Act 1998, Money Laundering Regulations and anti-money laundering guidance issued by the Joint Money Laundering Steering Group.

NS&I is governed and regulated by its own regulations, copies of which can be found at www.nsandi.com/siteconditions

In what circumstances would you share information i.e. partnership with Siemens?

We are in a private public partnership with Siemens and all operational responsibilities have been delegated to them. Siemens are NS&I's Data

Processors under the Data Protection Act 1998. They are required to comply with the eight Data Protection Principles in the same way as NS&I.

What if I want to change my address or correct a mistake?

You should write in to us at National Savings & Investments, Glasgow, G58 1SB with details of your up to date information and we will make those amendments for you.

What instructions are given to your Staff?

Our staff undergo a rigorous training programme to ensure we cover all regulatory requirements and so that each member staff has the required knowledge to fulfil their role to provide the best service to our customers.

How are those instructions kept up to date?

Regular reviews are undertaken by Compliance Managers to ensure that all training materials remain up to date and compliant.

What checks are in place to see if it is practiced?

Training logs are maintained to ensure that training has been completed, understood and to the latest requirements or standards.