

Membership Information

How we use your personal information

Data Protection Act

In terms of the Data Protection Act 1998 as amended, Glasgow Credit Union is a data controller of the information provided by our members. We may process your data information, in accordance with your rights under this Data Protection Act, in any form and on any database used by us for the following purposes:

- to consider any application(s) made by you;
- to help us to make credit decisions about you;
- to deal with your account(s) or run any other services we provide to you;
- to undertake statistical analysis, financial risk assessment, money laundering checks (which may include telephoning you), compliance and regulatory reporting, fraud prevention and debt tracing; and;
- to provide information on products, services, promotions and developments as well as sending account statements

Your Identity

Checking your Identity

When you join us for the first time, by law, we are obliged to verify your identity. This is to comply with Money Laundering Regulations and to help combat financial crime. The Regulations also protect you from the criminals who might otherwise falsely use your name without you ever knowing.

Fraud Prevention Agencies

In order to verify your identity we use an online fraud prevention agency (FPA). Should we have any difficulty in verifying your identity and residency we will ask you to supply us with additional information which may include a form of photographic ID and a form of proof of residence. Without this, we cannot accept your application to join.

Joint Accounts

A link between joint applicants and/or any individual identified as your financial partner will be created at credit reference agencies who 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 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.

Subject Access Rights

If you write to us and pay a fee of £10, you have a right of access to your information held by us. We have 40 days to comply with this request. You have a right of access to your information held by credit reference agencies on payment of a fee to them. If you ask, we will tell you the name and address of the credit reference agencies we may use.

Membership Information continued...

Credit Reference Agencies

Glasgow Credit union uses CRA's (Credit Reference Agencies) to collect information about you in the event that you apply for or take out a loan with us. We will also share information with CRA's relating to the conduct and repayment of your loan.

Telephone Calls

Glasgow Credit Union records telephone calls for training and quality assurance purposes.

Frequently Asked Questions

Q: What are credit reference agencies?

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

Q: What are fraud prevention agencies?

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?

A: When you apply to Glasgow Credit Union for membership or a loan we will check our own records and we will also contact CRAs and FPA's to get information on Identity or your credit behaviour with other organisations. This will help us make the best possible assessment of your 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 and the Police. 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: When applying for membership we will always check your identity through a FPA. If you are given a loan then we will supply you data to a CRA. The next section 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, to CRAs. You can ask at any time for the names of CRAs and FPAs.

Q: Why is my data used in this way?

A: We want to make the best possible decisions we can, in order to make sure that you will be able to repay your obligations to us. Some organisations may also use the information to check your identity. In this way, we can ensure that we 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 we can.

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Q: Who controls what these 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. Use of the Electoral Register is controlled under the Representation of the People Act 2000.

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

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

Q: How will my data be used by credit reference agencies?

A: The information which we provide to the credit reference agencies about you 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 financial associate applies for other facilities.
- iv. Make decisions on credit and credit related services about you;
- v. Manage your personal, your partner's and/or business credit or credit related account or other facilities.
- vi. Trace your whereabouts and recover debts.
- vii. Undertake statistical analysis and system testing.

Q: How will my data may be used by fraud prevention agencies?

A: The information we provide to the fraud prevention agencies about you, may be supplied by fraud prevention agencies to other organisations and used by them and us to prevent crime, fraud and money laundering by, for example;

- i. Checking details provided on applications for credit and credit related or other facilities;
- ii. Managing credit and credit related accounts or facilities;
- iii. Cross checking details provided on proposals and claims for all types of insurance;
- iv. Checking details on applications for jobs or when checked as part of employment;
- v. Verify your identity;
- vi. Trace your whereabouts and recover debts;
- vii. Conduct other checks to prevent or detect fraud;
- viii. Undertake statistical analysis and system testing.

How to find out more

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

Call Credit: www.callcredit.co.uk or call 0845 366 0071

Equifax PLC: www.equifax.co.uk or call 0844 335 0550

Experian: www.experian.co.uk or call 0844 481 8000.

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Regulators

Glasgow Credit Union is authorised by the Prudential Regulation Authority and Regulated by the Financial Conduct Authority and Prudential Regulation Authority. Our FRN is 213558.

Financial Services Compensation Scheme

Glasgow Credit Union is covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a credit union is unable to meet its financial obligations. Most depositors, including most individuals and small businesses, are covered by the scheme. For further information about the scheme (including the amounts covered and eligibility to claim) please ask at your Credit Union, refer to the FSCS website www.FSCS.org.uk or call 0800 678 1100 or 0207 741 4100.

Complaints

Building strong relationships with our members is important to us. Sometimes things can, and do, go wrong and when this happens we encourage members to tell us about it so we can aim to put things right. If you want to make a complaint – whatever it's about – you can get in touch in the way that suits you and we'll look into the problem.

By phone: Call us on 0141 274 9933

By email: team@glasgowcu.com

Online: Complete our online form at glasgowcu.com

In person: Visit the office and speak to a member of staff

In writing: To Glasgow Credit Union, 95 Morrison Street, Glasgow, G5 8BE.

If you're still not happy:

If we can't put things right to your satisfaction, you can ask the Financial Ombudsman Service to look at your complaint – provided you have tried to resolve the matter directly with us first. We hope you won't need to contact the Financial Ombudsman Service but if you do, please find their contact details below:

The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
LONDON
E14 9SR

Telephone: 08450 80 18 00