

# Kilrush Credit Union Ltd.

## Lending Privacy Notice

Credit Union Contact Details	
<b>Address</b>	Credit Union House
	Market Square
	Kilrush
	Co Clare
<b>Phone</b>	065 9051242
<b>Email</b>	<a href="mailto:dpo@kilrushcreditunion.ie">dpo@kilrushcreditunion.ie</a>

Data Protection Officer Contact Details	
<b>Name/Title</b>	Data Protection Officer
<b>Phone</b>	065 9080589
<b>Email</b>	<a href="mailto:dpo@kilrushcreditunion.ie">dpo@kilrushcreditunion.ie</a>

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

### **Purpose of Data Collection, Processing or Use**

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 carried out solely for the abovementioned objectives.

### **What personal data do we use?**

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

- Your name, address, date of birth, email, telephone, financial data, status and history, transaction data; contract data, details of the credit union products you hold with us, signatures, identification documents, salary, occupation, accommodation status, mortgage details, previous addresses, spouse, partners, nominations, Tax Identification/PPSN numbers, passport details, interactions with credit union staff and officers on the premises, by phone, or email, current or past complaints, CCTV footage, telephone voice recordings.

### **The purposes for which we use your personal data:**

The credit union will use your personal data to assist it in carrying out the following:

- Assessing your loan application and determining your creditworthiness for a loan.
- Verifying the information provided by you in the application.
- We are obliged to purchase loan protection and life savings protection from ECCU
- Conducting credit searches and making submissions to Central Credit Register.
- Administering the loan, including where necessary, to take steps to recover the loan or enforce any security taken as part of the loan.
- We may use credit-scoring techniques and other automated decision making systems to either partially or fully assess your application.
- Meeting our legal and compliance obligations and requirements, under the Rules of the Credit Union.
- To comply with Central Bank Regulations to determine whether you are a connected borrower or related party borrower.
- Providing updates on our loan products and services by way of directly marketing to you, where you have

consented to this.

We may also collect, store and use “special categories” of more sensitive personal information including Information about your health, including any medical condition, health, and sickness (See Insurance for further details).

We need all the categories of information in the list above to allow us to identify you, contact you, and comply with our legal obligations and in order that we perform our contract with you.

We also need your personal identification data to enable us to comply with legal obligations. Some of the above grounds for processing will overlap and there may be several grounds, which justify our use of your personal data.

### **How we use particularly sensitive personal data**

“Special categories” of particularly sensitive personal data require higher levels of protection. We need to have further justification for collecting, storing, and using this type of personal data. We may process special categories of personal data in the following circumstances:

1. In limited circumstances, where we have your explicit written consent to process this type of data.
2. Where we need to carry out our legal obligations, and in line with our data protection policy.
3. Where it is processed, in the public interest, and in line with our data protection policy.

Less commonly, we may process this type of information where it is necessary in relation to legal claims or where it is necessary to protect your interests (or someone else’s interests) and you are not capable of giving your consent or in the case where you have already made the information public.

### **How secure is my information with third-party service providers?**

All our third-party service providers are required to take appropriate security measures to protect your personal data in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes unless they are deemed controllers, in their own right. We only permit them to process your personal data for specified purposes and in accordance with our instructions. Usually, information will be anonymised, but this may not always be possible. The recipient of the personal information will also be bound by the same confidentiality obligations under GDPR.

### **If you fail to provide personal information**

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you, or we may be prevented from complying with our legal obligations and unable to proceed with the contract.

### **Change of purpose**

You can be assured, that we will only use your data for the purpose it was provided and in ways compatible with that stated purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis, which allows us to do so.

### **Profiling**

We sometimes use systems to make decisions based on personal data we have (or are allowed to collect from others) about you. This information is used for loan-assessment, provisioning and anti-money laundering purposes, and compliance with our legal duties in those regards.

### **Data Retention Periods**

We will only retain your personal data for as long as necessary to fulfil the purpose(s) for which it was originally obtained, considering any legal/contractual obligation to keep it. Where possible we record how long we will keep your data. Where that is not possible, we will explain the criteria for the retention period; this information is documented in our Data Retention Policy.

Once the retention period has expired, the respective data will be permanently deleted. Please see our retention periods below.

- Credit agreements are **contracts** and as such, the credit union retains them for seven years from date of expiration or breach, and twelve years where the document is under seal.
- Loan applications form part of your credit agreement and as such, we retain them for seven years.

#### **Planned data transmission to third countries**

There are no plans for data transmission to third countries.

#### **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. You can always find an up-to-date version of this notice on our website at [www.kilrushcreditunion.ie](http://www.kilrushcreditunion.ie) or you can ask us for a copy.

#### **Our use and sharing of your information**

We will collect and use relevant information about you, your transactions, your use of our products and services, and your relationships with us. We will typically collect and use this information for the following purposes:



## Fulfilling contract

This basis is appropriate where the processing is necessary for us to manage your accounts and credit union services to you

**Administrative Purposes:** We will use the information provided by you, either contained in this form or any other form or application, for the purpose of assessing this application, processing applications you make and to maintaining and administer any accounts you have with the credit union.

**Security:** In order to secure repayment of the loan, it may be necessary to obtain security such as a charge on your property or other personal assets.

**Third parties:** We may appoint external third parties to undertake operational functions on our behalf. Where this is the case, we will ensure that any information passed to third parties conducting operational functions on our behalf, will do so with respect for the security of your data, in line with data protection law.

**Guarantors:** As part of your loan conditions, we may make the requirement for the appointment of a guarantor a condition of your loan agreement in order that credit union ensures the repayment of your loan. Should your account go into arrears, we may need to call upon the guarantor, to repay the debt in which case we will give those details of the outstanding indebtedness. If your circumstances change, it may be necessary to contact the guarantor.

**Irish League of Credit Unions (ILCU) Affiliation:** *The ILCU (a trade and representative body for credit unions in Ireland and Northern Ireland) provides professional and business support services such as marketing and public affairs representation, monitoring, financial, compliance, risk, learning and development, and insurance services to affiliated credit unions. Kilrush Credit Union Ltd. union is an affiliate of the ILCU, and the credit union must operate in line with the ILCU Standard Rules (which members of the credit union are bound to the credit union by) and the League Rules (which the credit union is bound to the ILCU by). We may disclose information in your application or in respect of any account or transaction of yours from the date of your original membership to authorised officers or employees of the ILCU for the purpose of the ILCU providing these services to us.*

The Privacy Notice of ILCU can be found at [www.creditunion.ie](http://www.creditunion.ie)

The ILCU Savings Protection Scheme (SPS): We may disclose information in any application from you, or in respect of any account or transaction of yours, from the date of your original membership. Where this is the case, data will only be released, to authorised officers or employees of the ILCU, for the purpose of the ILCU providing these services and fulfilling requirements under our affiliation to the ILCU, and the SPS.

**Insurance:** As part of our affiliation with the ILCU, we purchase insurance from ECCU Assurance DAC (ECCU), a life insurance company, wholly owned by the ILCU. This includes Life Savings (LS), Loan Protection (LP), and optional related riders (where applicable).

If you choose to take out a loan with us, it is a term of your membership, by virtue of our affiliation with the ILCU that the credit union will apply to ECCU for Loan Protection (LP). In order that we apply for LP, it may be necessary to process 'special category' data, which includes information about your health. This information will be shared with ECCU to allow it deal with insurance underwriting, administration and claims on our behalf.

**Credit Assessment:** When assessing your application for a loan, the credit union will take a number of factors into account and will utilise personal data provided from:

- your application form or as part of your loan supporting documentation
- your existing credit union file,
- credit referencing agency the Central Credit Registrar (CCR)

The credit union then utilises this information to assess your loan application in line with the applicable legislation and the credit unions lending policy.

**Member Service:** To help us improve our service to you, we may use information about your account to help us improve our services to you.



### Legal Duty

This basis is appropriate when we are processing personal data to comply with an Irish or EU Law.

**Regulatory and statutory requirements:** To meet our duties to the Regulator, the Central Bank of Ireland, we may allow authorised people to see our records (which may include information about you) for reporting, compliance, and auditing purposes. For the same reason, we will also hold the information about you when you are no longer a member. We may also share information with certain statutory bodies such as the Department of Finance, the Department of Social Protection and the Financial Services and Pensions Ombudsman Bureau of Ireland if required by law.

**Purpose of the loan:** We are obliged to ensure that the purpose for the loan falls into one of our categories of lending.

**Compliance** with our anti-money laundering and combating terrorist financing obligations: The information provided by you will be used for compliance with our customer due diligence, screening obligations under anti-money laundering, and combating terrorist financing obligations under The Money Laundering provisions of the Criminal Justice (Money Laundering and Terrorist Financing) Act 2010, as amended by Part 2 of the Criminal Justice Act 2013.

**Audit:** To meet our legislative and regulatory duties to maintain audited financial accounts, we appoint an external auditor. We will allow the external auditor to see our records (which may include information about you) for these purposes.

**Credit Reporting:** Where a loan application is made, for the sum of €2,000 or more, the credit union is obliged to make an enquiry of the Central Credit Register (CCR) in respect of the borrower. Where a loan is granted in the sum of €500 or more, the credit union is obliged to report monthly on both personal details and credit details of the borrower and any guarantor to the CCR.

Please be advised that we received notification from the Central Credit Register (CCR), on the transfer of personal information from the Central Bank of Ireland's Central Credit Register (CCR) to the Central Statistics Office (CSO) (excluding PPSN, Eircode and contact number(s)), and credit information will commence no earlier than the end of August 2021.

We have the details available for you on the CCR section of our website [www.kilrushcreditunion.ie/central-credit-register/](http://www.kilrushcreditunion.ie/central-credit-register/)

You may want to view the details and frequently asked questions of this on the CCR website; [www.centralcreditregister.ie/borrower-area/faqs/](http://www.centralcreditregister.ie/borrower-area/faqs/)

and the CSO website;

[www.cso.ie/en/methods/administrativedata/administrativedatafaq/thecentralstatisticsofficeandthecentralcreditregister/](http://www.cso.ie/en/methods/administrativedata/administrativedatafaq/thecentralstatisticsofficeandthecentralcreditregister/)

**The CCR is the data controller in the first instance and the CSO is the data controller once it receives the data from the CCR.**

**Connected/Related Party Borrowers:** We are obliged further to Central Bank Regulations to identify where borrowers are connected, in order to establish whether borrowers pose a single risk. We are also obliged to establish whether a borrower is a related party when lending to them, i.e., whether they are on the Board/Management Team or a member of the Board/ Management team's family or a business in which a member of the Board /Management Team has a significant shareholding.



### Legitimate interests

A legitimate interest is when; we have a business or commercial reason to use your information. However, even then, it must go against what is right and best for you. If we rely on our legitimate interest, we will tell you what that is.

#### Credit Assessment and Credit Reference Agencies:

When assessing your application for a loan, as well as the information referred to above in **credit assessment**, the credit union also utilises credit data from credit referencing agency, the Central Credit Registrar **CCR** (see *Legal Duty*).

**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 for the loan, being applied for. When using the service of a credit-referencing agency we will pass them your personal details and details of your credit performance.

**Debt Collection:** Where you breach the loan agreement, we may use the service of a debt collection agency, solicitors, or other third parties to recover the debt. We will pass those details of the loan application in order that they make contact with you and details of the indebtedness in order that they recover the outstanding sums.

We may use a private investigator (Debit Ask) in order to locate you in the event that you fail to make repayments on your loan and or fail to contact the credit union.

**Our legitimate interest:** The credit union, where appropriate will necessary take steps to recover a debt to protect the assets and equity of the credit union

**Judgements Searches:** We may carry out searches in Stubbs Gazette in order to assess your credit worthiness to repay a loan.

**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 of the loan applied for. In carrying out such a search, we can better determine your overall financial position in order to lend to you.

**CCTV:** We have CCTV footage installed on the premises with clearly marked signage. The purpose of this is for the security our members and staff.

**Our legitimate interest:** With regard to the nature of our business, it is necessary to secure the premises, property herein and any staff /volunteers/members or visitors to the credit union.

**Voice Recording:** We record phone conversations both incoming and outgoing for the purpose of verifying information, quality of service and training purposes.

**Our Legitimate interest:** To ensure a good quality service, to ensure that correct instructions were given or taken due to the nature of our business and to quickly and accurately resolve any disputes.



### Your consent

We will only carry out processing which is based on your consent and will cease processing once you withdraw such consent

#### Marketing and Market Research

To help us improve and measure the quality of our products and services we undertake market research from time to time. This may include using the Irish League of Credit Unions and/or specialist market research companies.

## Your Marketing Preferences

As part of improving our service to you, from time to time, we would like to inform you of goods, services, competitions, and/or promotional offers available from us. We may wish to use different means when sending such marketing communications.

You have a right to notify us free of charge at any time that you wish to refuse such marketing by writing to us at our address at the top of this document or by using the "opt-out" options in any marketing message, we send you.

Please contact us directly should you wish to change or withdraw your consent.

	<b>To find out</b> whether we hold any of your personal data <b>and if we do, to request access</b> to that data and to be provided with a copy of that data. You are also entitled to request further information about the processing.
	<b>Request correction</b> ; of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you rectified.
	<b>Request erasure</b> , of your personal information; this enables you to ask us to delete or remove personal data 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 data where you have exercised your right to object to processing (see below).
	<b>Object to processing</b> of your personal data 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 data for direct marketing purposes.
	<b>Request the restriction of processing</b> of your personal information. You can ask us to suspend processing personal data about you, in certain circumstances.
	Where we are processing your data based solely on your consent <b>you have a right to withdraw that consent at any time and free of charge.</b>
	Request that we: a) <b>provide you with a copy of any relevant personal data in a reusable format</b> ; or b) <b>request that we transfer your relevant personal data to another controller</b> where it's technically feasible to do so. <i>Relevant personal data</i> 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 Data Protection Commissioner in respect of any processing of your data at**

<b>Post</b>	<b>Telephone</b>	<b>E-mail</b>
DATA PROTECTION COMMISSION 21 FITZWILLIAM SQUARE SOUTH DUBLIN 2 D02 RD28 IRELAND	+353 (0)57 868 4800 +353 (0)761 104 800 1890 252 231	info@dataprotection.ie

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

If you want to access and/ or receive 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 or a third party a copy your relevant personal data in a reusable format please contact our Data Protection Officer in writing using their contact details on page 1 of this document.

**There is no fee in using any of your above rights**, unless your request for access is clearly unfounded or excessive. We also reserve the right to 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 security measure, to ensure that your personal information is not revealed 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 straight away if there are any changes to your personal information. If you wish to avail of either of these rights, please contact us using our contact details on page 1 of this document.