

# Privacy statement

# Privacy statement

**This Privacy Statement applies to intermediaries in respect of whose clients Sanlam Investments provides its Model Portfolio Service via Platforms.**

## 1. Purpose of this Privacy Statement

This Privacy Statement applies in respect of the arrangement between Sanlam Investments UK Limited trading as Sanlam Investments and you, as the intermediary ("Intermediary" or "you"), which is governed by the relevant Sanlam Investments Terms of Business with Authorised Intermediaries ("Terms"). Under the Terms Sanlam Investments provides its Model Portfolio Service to enable your clients ("Investors") to access Model Portfolios via Platforms.

This Privacy Statement describes how Sanlam Investments uses personal data when providing the Model Portfolio Service in accordance with applicable Data Protection Legislation (defined below.)

This Privacy Statement is effective from 25th May 2018 and replaces existing data privacy provisions in the Terms in place between Sanlam Investments and you.

If you are a regulated introducer or intermediary and you are part of a network you undertake to notify your principal or network of this Privacy Statement. If you are a principal or network you undertake to provide each firm within your network with a copy of this Privacy Statement.

## 2. Terms used in this Privacy Statement

'Data Protection Legislation' means the Data Protection Act 2018 as amended, updated or replaced from time to time, and the UK General Data Protection Regulation (as defined in s3.10 (and supplemented by s205(42) of the Data Protection Act 2018 ('GDPR')), and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK and any successor legislation to the GDPR or the Data Protection Act 2018.

'Data controller', 'data processor', 'personal data', 'data subject', 'processing' shall have the meaning set out in the Data Protection Legislation and 'process', 'processed' shall be construed accordingly.

Unless otherwise defined, terms we use in this Privacy Statement shall have the same meanings given in the Sanlam Investments Terms. Where any conflict exists between the terms of the Sanlam Investment Terms and this Privacy Statement in that they relate to Data Protection, the terms of this Privacy Statement shall take precedence.

## 3. Client personal data

Sanlam Investments contracts with the Intermediary as client in accordance with the relevant rules of the Financial Conduct Authority ("Regulator") as stated in the Terms and does not typically hold or process Investors' personal data.

You, the Intermediary, are data controller in respect of Investor personal data you process and you warrant and undertake that you shall comply with your obligations under the Data Protection Legislation when processing such personal data, and further that all fair processing notices have been provided to the Investors in accordance with the Data Protection Legislation.

In the event either you or we become aware of an Investor complaint concerning the way the Investor's personal data is processed or a request to exercise any of their rights as a data subject, which is likely to impact on the other party, we shall notify each other without undue delay and shall co-operate and provide reasonable assistance to respond to and resolve any such complaint or request, in accordance with our respective obligations under the Data Protection Legislation.

## 4. Our personal data

When processing personal data that Sanlam Investments provides to you, you shall:

- use appropriate technical or organisational measures to ensure appropriate security, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage;
- retain it for no longer than is necessary;
- use it only for the original purpose it was obtained;
- notify us promptly in the event of a personal data breach;

- restrict access only to such personal data to employees who require to have it;
- comply with your obligations under the Data Protection Legislation.

## 5. Intermediary personal data

We will collect personal data about you or any person associated or employed by you when you register with Sanlam Investments as an intermediary and enter into the Sanlam Investments Terms, and thereafter throughout the course of our business relationship with you. Sanlam Investments is regarded as data controller in respect of the personal data it holds about you

You undertake to ensure where any person associated with you or employed by you becomes a data subject you have informed them of these data protection provisions We may also obtain this information from third parties such as the Regulator, Companies House, credit reference and anti-fraud agencies.

The personal data we collect may include: names, addresses, date of birth, gender, regulatory status, job title, email address and contact telephone numbers.

We may collect, record, access, monitor, store and use recorded telephone calls for: regulatory compliance for training purposes; to help with the establishment of facts in the event of a complaint; for the prevention and detection of crime; and to ensure compliance with our processes and procedures (as amended from time to time).

Please ensure you notify us of any changes to your information.

## 6. How we use personal data

We use your personal data to:

- **perform our contractual obligations under the Sanlam Investments' Terms**, including: to process your registration: to confirm your identity: to set up and provide the Model Portfolio Services: to verify your instructions: to correspond with the relevant platform(s): to correspond with you and to develop our business relationship with you.
- **to comply with our legal obligations** including: where we are required to use your personal data and maintain records of our dealings with you by the Regulator, the Information Commissioner's Office (ICO) and HMRC: to perform Anti Money Laundering checks: to respond to complaints and data subject requests: and to investigate, prevent or detect crime.

- **where it is necessary for our legitimate interests (or those of a third party)** including: to exercise our rights: to prevent, investigate and detect fraud: to carry out fraud, credit and anti-money laundering checks: to respond to enquiries and complaints from you and/or client(s): to provide management information for business monitoring: to maintain our business records: to manage our financial position and business capability: to obtain professional advice: for accounting and auditing purposes, and for marketing research and statistical purposes

We may process your personal data without your knowledge or consent where this is required or permitted by law.

## 7. Sensitive personal data

In the unlikely event we need to process your sensitive personal data (e.g. information about health or criminal offences or proceedings) we will tell you and seek your consent where we are required to do so. However in limited circumstances sensitive personal data may need to be processed where we need to carry out our legal obligations, where it is in the public interest (eg for equal opportunities reporting or the prevention and detection of fraud), in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

If you provide sensitive personal data on behalf of a third party we will ask you to confirm that the third party has provided his or her consent for you to act on their behalf.

## 8. Sharing personal data

We may share your personal data with third party service providers, including companies in the Sanlam Group, with whom we deal with as part of the operation of our services, including: IT and back office administration, cloud and data centre providers: banks: credit reference agencies for identity verification, anti-fraud and anti-money laundering checks: records storage and archiving: professional advisers: printers: third party providers including insurers: providers of compliance services: survey and marketing communication providers.

We may share personal data with third parties to conduct marketing research and statistical purposes and for estimating product sale or performance - we will not identify Investors if we take part in these activities.

Where we are under a legal duty we may share personal data with HMRC and other tax authorities, the Regulator, the Financial or Pensions Ombudsman services, the DWP, the courts, the police and other law enforcement agencies.

We will share your personal data for our legitimate interests with other entities in our Group as part of our regular reporting activities on company performance, for business development and trend analysis purposes, for fraud detection and prevention, in the context of a business reorganisation or Group restructuring exercise, for system maintenance support and hosting of data.

We may share your personal data with other third parties in the context of the possible sale or restructuring of the business.

### 9. Transferring personal data

We do not typically transfer personal data outside the EEA. However on a limited basis we may transfer the personal data we collect to the following countries outside of the EEA: to South Africa (the location of other Group companies) for compliance and internal audit checks and for Group compliance, operations, actuarial, legal and risk and reporting purposes, and to the USA as part of our internal administration for IT and Cloud based services for compliance and reporting support services. We will ensure your personal data is protected by putting in place appropriate contractual obligations, specifically contractual provisions approved by the European Commission and the UK Data Protection Commissioner which give personal data the same contractual protection it has under UK GDPR. In such cases however, you should be aware that such contractual provisions may not override local laws.

### 10. Retaining personal data

We will hold your personal data securely and will keep your personal data for as long as we have a business relationship with you. Thereafter we may keep your data for up to 7 years to enable us to respond to any questions or complaints and to maintain records where we are required to do so. We may keep your data for longer than 7 years if we cannot delete it for legal, regulatory or technical reasons.

### 11. Your rights

In certain circumstances you can ask us to do certain things with your personal data such as provide a copy of it correct it or even delete it. However these rights do not apply in all cases and there may be occasions where we cannot comply with a request and/or we may have to terminate the Terms. We will tell you if this is the case and give our reasons. This will usually be for legal or regulatory reasons.

For example, you may have the right to:

- **Request access** to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- **Request erasure** of your personal data. For example, this enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it.
- **Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party). In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights
- **Request restriction of processing** of your personal data. This enables you to ask us to suspend the processing of your personal data in certain scenarios, for example if you want us to establish the data's accuracy
- **Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format.
- Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent.

## 12. General information

We may send you information relating the Model Portfolio Service as part of our service administration. We, or our Group companies, may also provide you with other information relevant to the business you submit and in relation to Sanlam, its Group and its products and services where we have a legitimate interest to do so or where we are otherwise legally permitted. Our Group companies are listed on our website, [www.sanlam.co.uk](http://www.sanlam.co.uk) under "About Us".

We reserve the right to update this Privacy Statement at any time and you should check our website periodically to view the most up to date Privacy Statement. We may also notify you in other ways from time to time about the processing of your personal data.

## 13. Contact

If you have any queries or complaints regarding this Privacy Statement or the way in which your personal data is processed, please contact us as follows:

Data Protection Officer

Sanlam Investments  
One Temple Quay  
1 Temple Back East  
Bristol BS1 6DZ

E [clientservices@sanlam.co.uk](mailto:clientservices@sanlam.co.uk)

T 03330 155 600

Monday to Friday from 9am to 5pm  
(excluding Bank Holidays).

You can also contact the Information Commissioner's Office at:

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

T 0303 123 1113

[www.ico.org.uk](http://www.ico.org.uk).