Loans Privacy Notice

The data controller is Clonmel Credit Union Ltd

Credit Union House, Parnell Street, Clonmel, Co Tipperary, E91 C622.

Tel: 052 6125292

Email: admin@clonmelcu.ie

Our Data Protection Officer can be contacted by e-mailing dpo@clonmelcu.ie,
or by post at the address above.

The **purpose of the processing** is an application for credit from the member and an assessment of this application by the credit union. A successful application will result in a credit agreement being issued.

The **legal basis for processing** is for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract

Who we share your data with - sharing of your data can occur with the following:

- persons you have authorised to act on your account
- guarantors
- credit reference / rating agencies
- our loan protection insurance provider
- statutory and regulatory bodies, and law enforcement authorities
- systems suppliers providing systems support, off-site data backups, testing backup data, etc.
- supplier used for checking the names of members against sanctions lists,
- debt collectors & solicitors used for recovery of outstanding debts

Personal data about you received from a third party - Where a loan is applied for in 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 guarantor is involved the guarantor's details are also consulted with CCR. The lawful basis for this processing is compliance with a legal requirement.

The credit union may consult with the CCR in circumstances where the loan application value is below €2,000[1]. The lawful basis for this processing is compliance with a legal requirement.

The credit report we receive contains your personal and credit information, as follows:

PERSONAL INFORMATION includes	**CREDIT INFORMATION includes**
Name (forename & surname)	Type of loan (credit card, mortgage, overdraft)
Current and previous addresses	Name of the lender
Date of birth	Amount of the loan
PPSN	Outstanding balance
Gender	Number of overdue payments (if any)
Eircode	Date of next payment
Telephone number	Amount of next payment

Retention of your data - In a successful application for credit, in compliance with legal requirements for record keeping, loan applications, loan assessment forms and credit agreements are held for 7 years after they have been topped-up or completed. Supporting materials for assessment of ability to repay and guarantor materials are destroyed once the loan is topped-up or completed. ECCU forms are destroyed on completion of a loan. Reports received from the CCR are not retained beyond loan assessment.

In the case of an unsuccessful, cancelled or withdrawn application, all personal data will be deleted after a period of 3 months.

There are no **transfers of your personal data outside of the EEA**

Your rights as a data subject - you have the right to:

- Data access - find out how we use your information, what information of yours we have, and receive copies of this information
- Rectification or erasure of data - have inaccurate/incomplete information corrected and updated, and, in certain circumstances, to have your information deleted
- Restriction of processing - in certain circumstances, to have our use of your data restricted

- Objection to processing - in certain circumstances, to object to particular use of your personal data for our legitimate business interests (e.g. for direct marketing purposes). You also have the right not to be subject to solely automated decisions, and the right to have a person review such decisions.
- Data portability - exercise the right to data portability (i.e. obtain a transferable copy of your information we hold to transfer to another provider)

Processing based on consent - if our lawful basis for processing your data is your consent to do so, you have the right to withdraw consent at any time. You may do this by dropping into one of our offices, or by writing to, or emailing us.

Provision of personal data for a loan application - provision of your personal data for your loan application is a requirement necessary to enter into this contract. Failure to provide the required information means we cannot process your loan application.

Automated decision making - we use a credit scoring system which helps us assess your ability to repay by comparing your overall income with all your financial commitments. Our decision to lend to you may be based solely on this system.

You have the right to obtain human intervention in this automated process, to express your point of view, to obtain an explanation of the decision reached after such assessment, and to challenge the decision.

We may use automated processing to assist in compliance with our legal obligations around the prevention of money laundering, fraud and terrorist financing, for example, to screen for suspicious transactions.

Profiling - we use anonymised information to create member profiles, grouping individuals with similar characteristics together, to produce statistical information on our membership and on our service provision. This is done to assess service uptake, and for marketing purposes to identify services other members might find useful. You have the right to object to this processing.

Notification of additional processing - please note that, if, at some future time, we wish to use the data you are today providing for a purpose other than that outlined here, we are obliged to let you know beforehand.

Lodging a complaint - you have the right to lodge a complaint about your personal data being processed, either with our Data Protection Officer (as above), or directly with the Data Protection Commission, whose contact details are as follows:

Telephone +353 (0)1 765 0100 / 1800 437 737 E-mail info@dataprotection.ie Web: https://forms.dataprotection.ie/contact	Address: Data Protection Commission 21 Fitzwilliam Square South Dublin 2 D02 RD28

You can find more detailed information on what personal data we process and how we process it in our main Privacy Notice on our website www clonmelcu.ie

Footnotes

[1] Under The European Communities (Consumer Credit Agreements) Regulations 2010 (S.I. No 281 of 2010) we are required to 'assess the consumer's creditworthiness on the basis of sufficient information'. In the Lending Section of the Credit Union Handbook (version March 2020) in assessing a borrower's creditworthiness, the Central Bank of Ireland expects credit unions to 'satisfy themselves that they are fully appraised of the borrower's financial position before granting a loan', and to be 'fully satisfied as to a member's creditworthiness and ability to service all debts before advancing any new credit or top up credit facilities'.