

## About your personal information

You can help us to protect you by telling us whenever your circumstances change. We may ask you for further documents as proof.

### The Data Protection Act 1998

The Act requires users of personal information to process it fairly and lawfully, and you have a right to know how we intend to use the information you provide.

In line with the principles of the Act, we will only use your information for the purpose of managing your accounts. Your personal details will only be shared with other agencies for the purposes of credit referencing and debt recovery.

For more information about this, check the website:  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

### E-mail

If you provide us with your e-mail address, or e-mail from a different address, we may keep a record of it, and use it to contact you. This is not as secure as using our website facility, so you should keep the information to a minimum.

### Telephone calls

Telephone conversations may be monitored for training purposes.

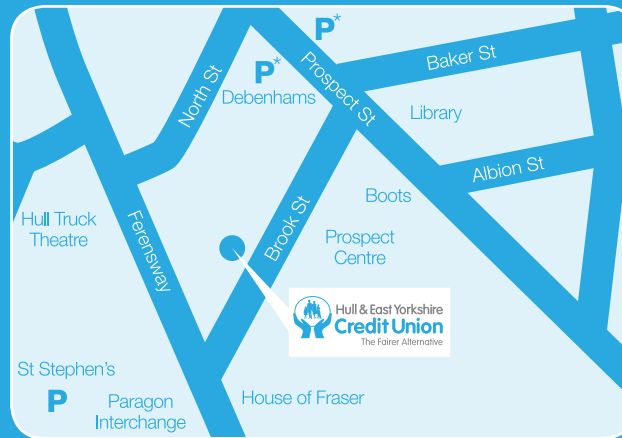
### Confidentiality

All HEYCU personnel with access to personal data must act confidentially at all times.

### Protect yourself from identity theft

Criminals try to steal identities in order to take out loans, withdraw benefits or apply for credit cards in someone else's name. **Don't become a victim – follow these simple rules:**

- Keep your **personal papers** in a secure place.
- Shred all **personal data** (such as bank statements, National Insurance details, salary information, old bank cards) before throwing away.
- Check your bank statements and credit card bills promptly and query any items you can't identify.
- Never let anyone see your **PIN** or on-line **password**.
- Delete any suspicious **e-mails** from anyone requesting personal information from you. Banks and credit unions never ask for this by e-mail.
- If you move house, redirect all your **mail** straight away.
- Take care when giving out personal information – things like letter headed paper and e-mail addresses can easily be falsified.
- If you become a victim of identity fraud, **contact the police immediately**.



**P\*** On-street parking

## Hull Central Branch 38 Brook Street, Hull HU2 8LA

Also at Bridlington, Goole, Driffield and Beverley

To find out more about our branch opening hours and services:

Tel: 01482 778753

Email: [info@hullandeycu.co.uk](mailto:info@hullandeycu.co.uk)

Web: [www.hullandeycu.co.uk](http://www.hullandeycu.co.uk)

Join us online: [f hullandeycu](https://www.facebook.com/hullandeycu) [t hullandeycu](https://www.twitter.com/hullandeycu)

For data protection statement, other policies, terms and conditions please visit our website. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority - firm reference 213620. Member of the Financial Services Compensation Scheme. **March 2013.**

## Your Information

# Community Account

What you need to open a Credit Union account and how we use your data to comply with the law.



## Your Information

### If you are applying for a Community Account:

To comply with the law and to protect your organisation's money, we require **verification of your organisation** along with **identification of up to four signatories** and details of all shareholders, directors or beneficial owners holding more than 25% of shares in the organisation who are not signatories.

This leaflet lists what we require from you to verify you as an organisation.

A list of acceptable documentation for individual signatories can be found on our **Your Personal Information leaflet**.

All documents must be originals or certified\* copies. Documents can be presented in person if you apply at one of our branches.

To guard against postal theft, we cannot return any original documents sent to us by post.

\*If applying by post, valuable documents should be **photocopied and certified** by a regulated professional person or someone holding a position of responsibility (eg lawyer, banker, doctor, dentist, teacher, bank/ building society manager, minister of religion, JP, post/sub-post master, local authority official). The person certifying must sign and print date, name, position held, organisation name (or official stamp) and state "original seen" and where applicable "photo is a true likeness of the applicant".

### Having trouble providing the correct documents?

Please discuss with our staff. We will do what we can to help.

## Verification of your organisation

**According to the type of your organisation, we will require the listed documentation.**

### Unincorporated organisations:

#### A Trust

A copy of the Trust Deed.

A list of trustees, including names and addresses.

#### A club, society or association

A copy of the constitution.

A list of officers, including names and addresses.

#### An unincorporated charity

A copy of the constitution.

A list of officers, including names and addresses.

### Incorporated organisations:

#### A limited company

A copy of the Company's Certificate of Incorporation together with a copy of the Memorandum and Articles of Association.

#### A Community Interest Company (CIC)

A copy of the Company's Certificate of Incorporation together with a copy of the Memorandum and Articles of Association.

#### A credit union

A copy of the Registration Certificate and Rules.

#### An Industrial & Provident Society

A copy of the Registration Certificate and Rules.

#### A Friendly Society

A copy of the Registration Certificate and Rules.

#### A registered charity limited by guarantee

A copy of registration documents.