

COMPUTERSHARE  
VOUCHER SERVICES  
PRIVACY POLICY



# Computershare Voucher Services

## Privacy policy

We take the privacy and security of your personal data very seriously and at all times we will comply with the prevailing laws and regulations governing confidentiality, data protection and security of information. When we say **personal data**, we mean any information that is about you or which can help identify you.

This privacy policy explains how we use your personal data. It also explains your rights over your personal data, and how you can exercise them.

If you have any questions about this privacy policy or how we use your personal data, please contact our Data Protection Officer by writing to: The Pavilions, Bridgwater Road, Bristol, BS13 8AE or you can [email us](#).

In this policy the words **we**, **us** and **our** always mean Computershare Voucher Services Ltd. We are registered with the Information Commissioner's Office (ICO) in the UK with the registration number Z8796132.

### What personal data do we use?

In the context of providing voucher services to you, we will use the following information about you:

- Personal details such as your full name, address, nationality, date of birth, telephone numbers, e-mail addresses, National Insurance number.
- Personal details of children you have parental responsibility over, such as their date of birth, gender, relationship to you and any disabilities.
- Details of your employment status, payroll ID, employer and contribution details.
- A unique online user ID, password and answers to security questions
- Details of your childcare voucher holdings and transactions
- Details of your income tax band.
- Bank account details (account number and sort code).
- Information from law enforcement agencies.
- Details of your use of Computershare IT systems.

### Where do we obtain your personal data from?

We will collect your personal data in a number of ways. Much of the personal data we collect will be provided directly by you when you sign up for childcare vouchers or when you contact us by email, letter, phone, fax, or submit personal data online. We also generate payment, voucher holdings and transaction data as a function of providing a service to you.

We may also receive your personal data from the following third parties:

- Your employer - your employer may provide us with your name, contact details, identity information, childcare voucher entitlement data, payroll information and other personal data.
- Law enforcement or government agencies.

If you contact us via social media we may collect available details from your social media account. In addition, we may also collect information about you which can be obtained via open data sources and public records (e.g. the electoral register and information openly available via the internet), although we will only do this where it is necessary for the provision of services to you, where we have a legitimate interest in doing so or where we have a legal duty in the investigation and prevention of financial crime.

When you visit our websites or open emails from us, we collect information about your website use and email viewing so we can improve our services. For more information about how we collect this information please see our [Cookie Policy](#).

In providing you with this service, you will provide personal data to us about children you have parental responsibility over. Where we process information about your children we do so in accordance with this privacy policy.

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### How we use your personal data?

We use your personal data in the following ways:

- To identify you when you contact us.
- To deal with requests you send us.
- To maintain your account.
- To respond to your queries.
- To carry out your instructions in relation to your childcare vouchers, for instance to vary your childcare voucher payment or make payments to carers.
- To keep records of your vouchers and any transactions that we facilitate on your behalf.
- To provide you services and to enable us to provide services to employers.
- To provide you with updates relating to the scheme and tell you about other related services.
- To perform customer satisfaction surveys relating to your use of the service.
- To provide you updates on changes to our policies or terms and conditions.
- To help us improve our services.
- To analyse how people use our websites.
- For trend analysis to help us develop and improve our products and services.
- For profiling purposes to help us ensure that we provide you with the right information and offer you relevant services.
- If you agree, to contact you about other services and products we think may interest you.
- To comply with our legal and regulatory obligations.
- To deal with any complaints or legal claims.
- To detect, prevent and report financial crime.
- To manage our business in an efficient and proper manner, including the management of our financial position, our resources, the risks to which we are exposed and the way in which we arrange our internal operations.

### What is our legal reason for processing your personal data?

We may only use your personal data where we have a valid legal basis for doing so. The legal bases for us processing your personal data are that:

- It is necessary for us to process your personal data for us to perform our obligations under either a contract you have with us, or to take steps at your request before entering a contract with you or a contract we have with your employer or ex-employer.
- It is necessary for us to comply with a legal obligation to which we are subject.
- It is necessary for the purposes of carrying out the obligations and exercising of specific rights in the field of employment and social security law.
- You have given consent to processing for one or more specific purposes.
- It is necessary for the purposes of legitimate interests pursued by us or by a third party, and those interests are not overridden by your interests or your fundamental rights and freedoms.

### How do we share your personal data?

We share your personal data with other companies in a number of ways. This section provides details of the type of companies with which we may share your personal data and for what purposes.

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### How we share your personal data to provide you with services

We may share your personal data with other companies to help us deliver services as follows:

- Other Computershare group companies who help us administer our services.
- Non-Computershare companies who help us with administrative services, including mailing services and IT services.
- Non-Computershare companies who help us with performing customer satisfaction surveys.
- Non-Computershare companies who help us with marketing activities, where you have provided consent to this.
- Carers you have provided details of for the purposes of us making payments to.
- Current or past employers to setup and manage voucher payments and administer the childcare voucher salary sacrifice scheme.

Where we share your personal data with other companies to provide services to you, we ensure they have adequate safeguards to protect your personal data.

### Other data sharing

We will also share your personal data in the following circumstances:

- Where we need to do so to comply with our legal or regulatory obligations (which may include sharing information with regulators, auditors or law enforcement agencies).
- In an effort to trace you if we lose contact with you.
- Where necessary to protect or defend our legal rights or the legal rights of another company or person.
- If our business, or any part of it, is transferred or sold, we will transfer your personal data to the company taking over our role, which could include a purchaser or the provider replacing us.

We will never sell your information to anybody for unsolicited marketing.

### How long do we keep your personal data for?

We keep your personal data for as long as we need to for the purposes for which it was collected or (if longer) for any period for which we are required to keep personal data to comply with our legal and regulatory requirements.

### Do we transfer your personal data overseas?

We may administer accounts and provide you with some services through another member of the Computershare group, or another company which is based in a country where data protection laws and standards differ from those in your home jurisdiction, including India, Australia, and the United States. If you are in Europe this means we may send your personal data to countries outside the European Economic Area.

Where we send your personal data to another country, we will always ensure adequate measures are in place to safeguard it and to ensure you can exercise your rights effectively. If you would like more information about transfers to other countries and the ways in which we protect your personal data, please contact our Data Protection Officer by emailing [dataprotection@computershare.co.uk](mailto:dataprotection@computershare.co.uk).

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### Your rights

#### Accessing your information

You may ask for a copy of the personal data we hold about you by writing to us at your nearest office.

#### Correcting your information

We try to ensure all of your personal data is accurate. If you find any inaccuracies or if your details change, please notify us promptly and we will correct them.

#### Erasing or restricting use of your information

You may ask us to erase or restrict use of your personal data. If you do, we will comply with your request unless there is a legal reason for us not to (for example, if a law says we must retain records of share dealing for a fixed period and to do so we must retain your personal data, or if it is necessary for us to retain the personal data for the purpose of performing a contract with a share issuer).

#### Withdrawing consent

Where the legal basis for us processing your personal data is that you have given your consent to that processing, you may withdraw your consent at any time. If you do so we will stop processing your personal data promptly.

#### Marketing preferences

Where you have provided consent for us to provide you with marketing information, you can change your preferences in relation to marketing at any time by contacting us at [marketingpreferences@computershare.co.uk](mailto:marketingpreferences@computershare.co.uk).

Please note that where you contact us to exercise your data protection rights we may ask you to provide a form of identity verification before we can process your request.

#### Complaints

If you have any complaints about the way we use your personal data please contact our [Data Protection Officer](#) who will try to resolve the issue.

You also have the right to complain to the data protection supervisory authority in your country. In the UK, this is the Information Commissioner's Office ([ico.org.uk](http://ico.org.uk)).

If you need more information about how to contact your local data protection authority please let us know by contacting our Data Protection Officer.

