

What we do with your information

This is a Privacy Statement



Hoot thinks it is very important that we look after your private information like your name, address and date you were born.



We have to use some of your information to help us look after your money or because the law says we have to.

We might use it to check who you are – this is called your identity. We will also use it to keep a check on how much you save and how much you spend.



We will also use it to send you stuff about what we do.



We might share the information we have about you with others, but only so we can help you with your money.



We only keep your information for as long as we need it and we keep it in a very safe place.

Your Rights



If you want to, you can ask us what stuff we keep about you like name and address. We can also tell you what we do with it and if we give it to other people. If you want to know this you should tell us and, as long as it is only your stuff, we will show it to you



If you think any information we have about you is wrong, you can ask us to put it right or to delete it. You can also tell us to stop using it if you think we shouldn't.

Sometimes, we won't be able to do this if we have to keep it because the law says we have to. We'll tell you if we do.



You can look at what stuff we have about you by asking us for your Subject Access Right. We can only show you your own stuff but there might be some stuff we can't show you because the law says we can't. We'll tell you if we can't.

If you want to see the stuff we have about you, you can have it on a memory stick if you want.



If we do something with your stuff using computers with no person looking at it, we have to tell you, and you can say no if you want to. This means you would always want a person to look after your stuff.



If we have asked your permission to send you stuff by email or text, you can say you don't want it at any time, and we will stop. There might be some stuff that the law says we have to send you, so you can't say no to that.



If you are not happy with the way we have kept or used your details you can complain to the Information Commissioner, who is the person who sets the rules about using your stuff.

Going to their website at: <https://ico.org.uk>

Phone on 0303 123 1113

Post to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF