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CUSTOMER PRIVACY STATEMENT

Our principal business is to provide advice and arrange transactions on behalf of clients in relation to Life, Pensions and Mortgages. We provide our services from the selection of products provided by the Companies/Lenders we have agencies with. We recommend the product that, in our professional opinion, is best suited to you. In providing this service to you we will need to obtain personal information from you. The following outlines how we deal with this information and how it is used. Any questions or concerns you have can be addressed to us directly.

Please read this Privacy Notice carefully as it sets out the bases on which we gather, use, process and disclose any Personal Data we collect about you, or that you provide to us.

This Privacy Notice applies to you, whether you are a current, past or prospective customer. It also applies to third parties who's data you provide to us in connection with our relationship with you (for example, the names of relatives). Please ensure that you provide a copy of this Privacy Notice to any third parties whose personal data you provide to us.

Bua Financial Services is committed to protecting and respecting your privacy. We wish to be transparent on how we process your data and show you that we are accountable with the GDPR in relation to not only processing your data but ensuring you understand your rights as a client.

It is the intention of this privacy statement to explain to you the information practices of Bua Financial Services in relation to the information we collect about you.

Who controls your personal data and how can you contact them?

We control your Personal Data to allow us to give you advice and recommendations on your financial affairs, your data is then passed on to the relevant company/companies we have agencies with by way of application forms, by post email or through their secure websites online.

For the purposes of the GDPR the data controller is Séamas Ó Laighléis who may be contacted at the above address.

Our Data Protection Officer / GDPR Owner and data protection representatives can be contacted directly here:

- Séamas Ó Laighléis
- seamas@buafinancial.ie
- +353 1 653 2143

Data we may collect about you:

In order for us to give you a recommendation and information on financial products, we need to collect and process personal information about you. If you do not provide the information we need, we may not be able to offer you advice or provide our services to you. The types of personal data that are processed may include:

- Individual details - Name, address (including proof of address), other contact details (e.g. email and telephone numbers), gender, marital status, date and place of birth, nationality, employer, job title and employment history, and family details, including their relationship to you.
- Financial detail – full details on any debts, loans assets you may own.
- Identification details - Identification numbers issued by government bodies or agencies, including your PPS Number, passport number, tax identification number

Special categories of personal data:

- Health information which has additional protection under Data Protection Law. We do not process health information other than hold the information on application forms you have filled in. The Life Insurers process and control your health data to allow them to underwrite your policy or decide decline cover, they may have further information they have obtained with your approval from your doctor but we are not privy to this information.
- Claims information – information you give us with regards claims you notify us about or ask for help on.
- Policy Information - Information about the quotes you receive and policies you take out

Where we may collect your personal data from:

We may collect your personal data from various sources, including;

You, your employer or representative, Life Companies we have agencies with, any other records re any other contracts of insurance you have or have had with, or sought a quote from, us or that is under our agencies, otherwise we will need a letter of authorisation from you to allow us contact other companies

**Séamas Ó Laighléis trading as Bua Financial Services is regulated by the Central Bank of Ireland
CRO Number 637095.**

on your behalf, or when you visit our website and input a request for us to contact you. Which of the above sources apply will depend on your particular circumstances and the product or service you are interested in or your enquiry relates to.

Why we are processing your data. Our legal bases:

In order to provide you with our services as described above, it is necessary for us to collect and process your personal data. We are required, therefore, to inform you of the legal bases for processing your personal data. One such legal basis is that the processing is necessary for the performance of the advisory services contract (and any other contract) that we commit to delivering to you from time to time. Another legal basis is that some processing is necessary for the purposes of the legitimate interest that we have, as a firm that is authorised and regulated by the Central Bank of Ireland, in the proper administration and correct operation of our firm. There may also be circumstances where the legal basis for processing your personal data is consent (where we have sought it and it has been provided to us), in which case that consent may be withdrawn at any time.

In any event, Bua Financial Services are committed to ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of your privacy.

We will only use your Personal Data for lawful reasons. These are:-

- a) The use is necessary for the performance of a contract to which you are a party or in order to take steps at your request prior to entering a contract (such as providing a recommendation).
- b) The use is necessary to comply with our legal obligations.
- c) You have consented to us using your information in such a way.
- d) The use is necessary for the purpose of our legitimate interests.
- e) The use is necessary for the performance of a task carried out in the public interest, such as assisting a regulatory authority's investigation of a criminal offence

How we will use the personal data we collect about you:

We will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR). We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary.

The purpose of processing your information:

- To give you information on and provide you with recommended financial products.
- Disclose data to policyholder, life assured, beneficiary, trustee, assignee, successors, group company or to other parties.
- To comply with legal and regulatory requirements including Anti-Money Laundering and Sanctions compliance.
- To understand how people interact with our websites (if applicable).
- To carry out and determine the effectiveness of advertising, and of marketing campaigns.

Who we share your information with:

We may pass your personal data on to third-party service providers contracted to Bua Financial Services in the course of dealing with you. Any third parties that we may share your data with are obliged to keep your details securely, and to use them only to fulfill the service they provide on your behalf. When they no longer need your data to fulfil this service, they will dispose of the details in line with Bua Financial Services procedures.

If we wish to pass your sensitive personal data onto a third party we will only do so once we have obtained your explicit consent, unless we are legally required to do otherwise.

In order to provide our services and to comply with legal obligations imposed on us, we may share your information with:-

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| Insurance and Assurance companies we have agencies with. |
| Mortgage lenders we have agencies with. |
| Investment companies we have agencies with. |
| Beneficiaries, relatives & guardians, (in certain circumstances and within the law). |
| Employers - past, present and prospective. |
| Legal, financial and other professional advisors in the process of providing our services. |
| Companies we may outsource our printing and posting to. |
| Businesses that refer your business to us. |
| Any business which we are required by law to share the information with, ie. compliance resource companies. |
| Database provider, all data encrypted. |
| An Garda Síochána :- Anti Money Laundering. |
| Central Bank of Ireland :- We are authorised by Central Bank and they have the right to inspect our files. |
| The Financial Services Ombudsman :- In the event of a complaint. |
| Data Protection Commissioner. |
| The Revenue Commissioners :- Re pensions and Dirt tax. |

How long do we keep your information?:

When providing products to you it may be necessary to retain your information for an extended period of time. We keep your information for as long as required by law for the purpose that you gave it to us for. As a general rule for legal and best practice reasons we are required to keep your information for 6 years after the date on which our relationship with you ends.

Your rights to access, transport, correct, delete and restrict the use of your personal data:

You have the right to access a copy of your Personal Data which we hold on you. In the case of Personal Data you provided to us to process on the basis of your consent or for automated processing, you have the right to have it provided in a commonly used electronic format to you or to another Data Controller (subject to applicable Data Protection Law). If you would like a copy of your Personal Data, please contact us. Your request will be dealt with as quickly as possible and in any event within a month for

us to respond. If at that stage we are unable to provide the data you require (due to the complexity or number of requests) we may extend the period to provide the data by a further two months but shall explain the reason why. There is no charge for the request for your data but it must be in writing, fax, email or text message.

Correcting your personal data:

You have the right to have your Personal Data corrected if you feel we have incorrect data held on you.

Deleting your personal data:

Subject to any overriding legal obligation requiring us to retain it, you have the right to have your Personal Data deleted, however erasing your information may make it difficult or impossible for us to give you information on, provide you with, or administer our financial products. If you want your information deleted please contact us.

Restricting our use of your personal data:

You have the right to restrict our use of your Personal Data in certain circumstances. If you wish to exercise your rights in this regard please contact us.

Automated/profiling decision making:

Where we use automated decision-making you will always be informed & you will be entitled to have a person review the decision so that you can contest it and put your point of view and circumstances forward eg. when we produce quotes for the business you are contacting us about. When we want to market to you we may run a program which allows us identify certain criteria of clients (all those with that fit within a certain criteria for example).

Your right to object and withdraw your consent to data processing:

Where our lawful basis for processing your Personal Data is based on our legitimate interests, you have the right to object. You also have the right to withdraw your consent to any processing at any time. However if we cannot process your data it may make it difficult, impossible or unlawful for us to give you information on, provide you with, advice on financial products. If you want to object or withdraw your Consent to processing please contact us.

Your right to make a complaint:

If you are dissatisfied about the way we handle your Personal Data please contact us. We will do our best to address your concerns swiftly and resolve any issues you have. You have the right to complain to the Office of The Data Protection Commission, Canal House, Station Road, Portarlinton, Co. Laois, R32 AP23. www.dataprotection.ie Tel.: +353 (0)761 104 800. Fax: +353 57 868 4757. E-Mail: info@dataprotection.ie

Contact Us:

Your privacy is important to us. If you have any comments or questions regarding this statement, please contact us on +353 1 653 2143 or info@buafinacial.ie.

Privacy policy statement changes:

Bua Financial Services may change this privacy policy from time to time. When such a change is made, we will post a revised version online. Changes will be effective from the point at which they are posted. It is your responsibility to review this privacy policy periodically so you are aware of any changes. By using our services you agree to this privacy policy.

This privacy policy was last reviewed in August 2020.