

GDPR - How does it affect you?

Welcome to Sanlam's GDPR information centre.

You will probably have heard about GDPR either in the news or from one of Sanlam's communications. GDPR stands for the EU's 'General Data Protection Regulation'. This is a new data privacy law which regulates how personal data is used and protected. Broadly, GDPR gives you more transparency and control over how your personal data is collected and used.

GDPR took effect from 25 May 2018 (despite Brexit) and Sanlam has been busy preparing for this.

You do not need to do anything now, but if you have any questions you will find some useful links at the end of this page.

Are you a client of Sanlam?

We have a new **Sanlam Privacy Statement** for our clients which will be in force from 25th May 2018. For existing customers this will replace any previous data privacy provisions in your current terms and conditions with us. This Privacy Statement explains how we collect and use your personal data when providing our products and services, your rights relating to the information we hold about you, how we keep your information safe and the legal basis we rely on to use your information.

If you would prefer paper, please give us a call on 0117 975 2222 and we'll send you a copy in the post.

We would also like to reassure you that we are not making any additional changes to the terms and conditions that apply to your products or services at this time.

When providing you with our products and services we may, from time to time, collect information on individuals connected to you, such as your partner, trustees or beneficiaries. This information may be collected from you or other sources. In such cases you should ensure that those individuals have also been made aware of the Sanlam Privacy Statement. In providing such information to us, it is your responsibility to ensure that you have the authority to do so.

We would also like to remind you that whenever you call us, we may monitor and record calls for the purposes of staff training, fraud prevention and quality assurance.

Are you an intermediary or introducer?

If you are an intermediary or introducer please see the **Sanlam Privacy Statement for Intermediaries**, which will be relevant to all business you submit to the Sanlam group from 25th May 2018.

We have also updated the Sanlam Private Wealth **Terms of Business for Non-FCA Regulated Firms** and **Terms of Business for Authorised Introducers** and the **Terms of Business for Intermediaries** issued by Sanlam Investments and Pensions. **These will also take effect from 25th May 2018.**

In submitting business to the Sanlam group you will be providing personal information of individuals to us. In such cases you should ensure that those individuals have also been made aware of the Sanlam Privacy Statement. In providing such information to us, it is your responsibility to ensure that you have the authority to do so.

We would also like to remind you that whenever you call us, we may monitor and record calls for the purposes of staff training, fraud prevention and quality assurance.

Any further queries?

We have also prepared a range of helpful guides to GDPR which we suggest you take a look at if you have any initial queries.

- **[GDPR Jargon Buster](#)**
- **[Data Subject Access Request Form](#)**
- **[Data Subject Data Portability Request Form](#)**

Otherwise you can contact us as follows:

Data Protection
Sanlam
One Temple Quay
1 Temple Back East
Bristol
BS1 6DZ

Or you can email: **dataprotection@sanlam.co.uk**

You can also **[read more about GDPR on the UK's Information Commissioner's Office \(the ICO\) <https://ico.org.uk/>](#)**. The ICO is the UK's data protection regulator.