

# Change of details form



## How to complete this form

**Please complete in BLACK INK and BLOCK CAPITALS so that your instructions are easy to read.**

Please return this form to: Santander International, PO Box 545, 19-21 Commercial Street, St Helier, Jersey JE4 8XG, Channel Islands.

If you have any queries regarding this form please call us on 08000 84 28 88 if calling from a UK landline or mobile, or +44 (0)1534 885 000 if calling from overseas. Lines are open from 9am – 5pm UK time, Monday to Friday (except Wednesday when we open slightly later at 9.30am). Calls are recorded and may be monitored.

Santander International is able to provide this document in large print, Braille and audio CD. If you would like to receive this document in one of these formats, please contact us.

## 1 Account details

### First account holder

Please enter your customer reference number

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### Second account holder – ONLY APPLICABLE FOR JOINT ACCOUNT

Please enter your customer reference number

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## 2 Your details

### First account holder

Title

Mr  Mrs  Ms  Miss

Other  (please state)

First name

Middle name(s)

Surname

Maiden name, or any other name(s) you are, or have been, known by

Date of birth

D	D	M	M	Y	Y	Y	Y
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Your nationality(ies)

(Please list all the countries where you hold or are entitled to a passport)

### Second account holder – ONLY APPLICABLE FOR JOINT ACCOUNT

Title

Mr  Mrs  Ms  Miss

Other  (please state)

First name

Middle name(s)

Surname

Maiden name, or any other name(s) you are, or have been, known by

Date of birth

D	D	M	M	Y	Y	Y	Y
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Your nationality(ies)

(Please list all the countries where you hold or are entitled to a passport)

### Employment status

Are you:

Employed  Self-employed  Student

Homemaker  Retired  Unemployed

Other (please specify)

### Employment status

Are you:

Employed  Self-employed  Student

Homemaker  Retired  Unemployed

Other (please specify)

**3 Your new details (as applicable)**

**First account holder**

Change of details effective from 

D	D	M	M	Y	Y	Y	Y
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**Marital status**

**First account holder**

Are you:  
 Single  Married  Divorced  Separated  Widowed

**New name**

**First account holder**

Title  
 Mr  Mrs  Ms  Miss   
 Other  (please state)

First name

Middle name(s)

Surname\*

\* We will need to see documentary evidence of a change of name. For example, an original or certified copy of a marriage certificate or deed poll.

**Second account holder – ONLY APPLICABLE FOR JOINT ACCOUNT**

Change of details effective from 

D	D	M	M	Y	Y	Y	Y
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**Second account holder – ONLY APPLICABLE FOR JOINT ACCOUNT**

Are you:  
 Single  Married  Divorced  Separated  Widowed

**Second account holder – ONLY APPLICABLE FOR JOINT ACCOUNT**

Title  
 Mr  Mrs  Ms  Miss   
 Other  (please state)

First name

Middle name(s)

Surname\*

**Please provide your current/old and new signature:**

**First account holder**

Current/old signature

New signature

Print name

**Second account holder – ONLY APPLICABLE FOR JOINT ACCOUNT**

Current/old signature

New signature

Print name

**New contact and address details**

**First account holder**

New permanent residential address\*\*  
 ('Care of' address(es) or P.O. Box numbers cannot be accepted)  
  
  
  
  
 Postcode/Zip Code  
  
 Country

New correspondence address (if different from residential)  
  
  
  
  
 Postcode/Zip Code  
  
 Country

Home phone number (country code/area code/contact number)  

COUNTRY CODE	AREA CODE	CONTACT NUMBER
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Mobile phone number (country code/area code/contact number)  

COUNTRY CODE	AREA CODE	CONTACT NUMBER
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Personal email address

**Second account holder – ONLY APPLICABLE FOR JOINT ACCOUNT**

New permanent residential address\*\*  
 ('Care of' address(es) or P.O. Box numbers cannot be accepted)  
  
  
  
  
 Postcode/Zip Code  
  
 Country

New correspondence address (if different from residential)  
  
  
  
  
 Postcode/Zip Code  
  
 Country

Home phone number (country code/area code/contact number)  

COUNTRY CODE	AREA CODE	CONTACT NUMBER
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Mobile phone number (country code/area code/contact number)  

COUNTRY CODE	AREA CODE	CONTACT NUMBER
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Personal email address

\*\* We will need to see documentary evidence to confirm your new residential address. Please refer to our 'Documents you will need to provide' leaflet.

## 4 Data Protection Statement

### Introduction

My personal data is data which by itself, or with other data available to you, can be used to identify me. You are Santander International, which is the trading name of Santander Financial Services plc, Jersey Branch and Santander Financial Services plc, Isle of Man Branch, the data controller. This data protection statement sets out how you will use my personal data. Further details on how my personal data will be used by you, and my data protection rights, can be found in the 'Using my personal data' booklet. I can contact your Data Protection Officer ('DPO') at Santander International, 19-21 Commercial Street, St Helier, Jersey JE4 8XG if I have any questions.

### The types of personal data you collect and use

Whether or not I become a customer, you will use my personal data for the reasons set out below and if I become a customer you will use it to manage the account, policy or service I have applied for. You will collect most of this directly during the application process. The sources of personal data collected indirectly are mentioned in this statement. The personal data you use may be about me as a personal or business customer and may include:

- Full name, personal details including contact information (e.g. home address and address history, email, home and mobile telephone numbers);
- Date of birth;
- Financial details (e.g. salary and details of other income, and details of accounts held with other providers);
- Records of products and services I have obtained or applied for, how I use them and the relevant technology used to access or manage them (e.g. IP address, MAC address);
- Information from credit reference or fraud prevention agencies, electoral roll, court records of debt judgements and bankruptcies and other publicly available sources as well as information on any financial associates I may have;
- Family, lifestyle or social circumstances if relevant to the product or service (e.g. the number of dependants I have);
- Education and employment details/employment status for credit and fraud prevention purposes; and
- Personal data about other named applicants. I must have their authority to provide their personal data to you and share this data protection statement with them beforehand together with details of what I have agreed on their behalf.

### Providing my personal data

You will tell me if providing some personal data is optional, including if you ask for my consent to process it. In all other cases, I must provide my personal data so you can process my application (unless I am a customer and you already hold my details).

### Monitoring of communications

Subject to applicable laws in the Isle of Man and/or Jersey, you will monitor and record my calls; emails; social media messages and other communications related to my dealings with you. You will do this for regulatory compliance, self-regulatory practices, crime prevention and detection, to protect the security of your communications systems and procedures; to check for obscene or profane content; for quality control and staff training; and when you need to see a record of what's been said. You may also monitor activities on my account where necessary for these reasons and this is justified by your legitimate interests or your legal obligations.

### Using my personal data: the legal basis and purposes

You will process my personal data:

1. As necessary to perform your contract with me for the relevant account, policy or service:
  - a) To take steps at my request prior to entering into it;
  - b) To decide whether to enter into it;
  - c) To manage and perform that contract;
  - d) To update your records; and
  - e) To trace my whereabouts to contact me about my account and recovering debt.
2. As necessary for your own legitimate interests or those of other persons and organisations, e.g.:
  - a) For good governance, accounting, and managing and auditing your business operations;
  - b) To search at credit reference agencies if I am over 18 and apply for credit;
  - c) To monitor emails, calls, other communications, and activities on my account;
  - d) For market research, analysis and developing statistics; and
  - e) To send me marketing communications, including automated decision making relating to this.
3. As necessary to comply with a legal obligation, e.g.:
  - a) When I exercise my rights under data protection law and make requests;
  - b) For compliance with legal and regulatory requirements and related disclosures;
  - c) For establishment and defence of legal rights;
  - d) For activities relating to the prevention, detection and investigation of crime;
  - e) To verify my identity, make credit, fraud prevention and anti-money laundering checks; and
  - f) To monitor emails, calls, other communications, and activities on my account.
4. Based on my consent, e.g.:
  - a) When I request you to disclose my personal data to other people or organisations such as a company handling a claim on my behalf, or otherwise agree to disclosures; and
  - b) To send me marketing communications where you've asked for my consent to do so.

You do not currently process any special categories of personal data about me (e.g. my racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, data concerning my health, sex life or sexual orientation) however, if this changes in future you will request my consent to do so.

I am free at any time to change my mind and withdraw my consent. The consequences might be that You may be unable to provide me with certain products or services and this may result in the closure of the account.

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## 4 Data Protection Statement (continued)

### Sharing of my personal data

Subject to applicable data protection law in the Isle of Man and/or Jersey you may share my personal data with:

- The Santander group of companies\* and associated companies in which you have shareholdings and employees, officers, agents or professional advisors of these companies;
- Sub-contractors and other persons who help you provide your products and services;
- Companies and other persons providing services to you;
- Your legal and other professional advisors, including your auditors;
- Fraud prevention agencies, credit reference agencies, and debt collection agencies when you open my account and periodically during my account or service management;
- Other organisations who use shared databases for income verification and affordability checks and to manage/collect arrears;
- Government bodies and agencies in the Isle of Man; Jersey; and overseas (e.g. the Isle of Man or Jersey Tax Authorities who may in turn share it with relevant overseas tax authorities and with regulators e.g. the Isle of Man Financial Services Authority, the Jersey Financial Services Commission, the Isle of Man Information Commissioner; and the Office of the Information Commissioner (Jersey));
- Courts, to comply with legal requirements, and for the administration of justice;
- Other parties where necessary in an emergency or to otherwise protect my vital interests;
- Other parties where necessary to protect the security or integrity of your business operations;
- Other parties connected with my account e.g. guarantors and other people named on the application including joint account holders will see my transactions;
- Other parties when you restructure or sell your business or its assets or have a merger or re-organisation;
- Market research organisations who help to improve your products or services;
- Payment systems (e.g. Visa) if you issue cards linked to my account who may transfer my personal data to others as necessary to operate my account and for regulatory purposes, to process transactions, resolve disputes and for statistical purposes, including sending my personal data overseas; and
- Anyone else where you have my consent or as required by law.

You require all third parties to respect the security of my personal data and treat it in accordance with the law. You do not allow your third party service providers to use my personal data for their own purposes and only permit them to process my personal data for specified purposes and in accordance with your instructions.

### International transfers

My personal data may be transferred outside Jersey; Isle of Man; and the European Economic Area. While some countries have adequate protections for personal data under applicable laws, in other countries steps will be necessary to ensure appropriate safeguards apply to it. These include imposing contractual obligations of adequacy or requiring the recipient to subscribe or be certified with an 'international framework' of protection. Further details can be found in the 'Using my personal data' booklet.

### Identity verification and fraud prevention checks

The personal data you've collected from me at application or at any stage will be shared with fraud prevention agencies who will use it to prevent fraud and money-laundering and to verify my identity. If fraud is detected, I could be refused certain services, finance or employment in future. You may also search and use your internal records for these purposes. Further details on how my personal data will be used by you and these fraud prevention agencies, and my data protection rights, can be found in the 'Using my personal data' booklet. You may also hold all the information I give to you (i.e. name, address, date of birth, nationality) to undertake periodic due diligence checks which banks are required to undertake to comply with Isle of Man and Jersey legislation.

### Credit reference checks

If I have applied for a credit product then in order to process my application, you will perform credit and identity checks on me with one or more credit reference agencies. To do this you'll supply my personal data to the credit reference agencies and they will give you information about me.

When you carry out a search at the credit reference agencies they will place a footprint on my credit file. A credit search may either be:

- a) a quotation search where a soft footprint is left. This has no effect on my credit score, and lenders are unable to see this; or
- b) a hard footprint where I have agreed/requested Santander International to proceed with my application for credit. This footprint will be viewable by other lenders and may affect my ability to get credit elsewhere. (A credit search is not carried out if I am under 18).

You will also continue to exchange information about me with credit reference agencies while I have a relationship with you. The credit reference agencies may in turn share my personal information with other organisations. Details about my application (whether or not it is successful) will be recorded and you will give details of my accounts and how I manage them to credit reference agencies.

If I do not repay any debt in full or on time, they will record the outstanding debt and supply this information to others performing similar checks, to trace my whereabouts and to recover debts that I owe. Records remain on the files of credit reference agencies for 6 years after my account is closed, whether settled by me or defaulted. A financial association link between joint applicants will be created at the credit reference agencies. This will link our financial records and be taken into account in all future applications by either or both of us until either of us apply for a notice of disassociation with the credit reference agencies.

The identities of the credit reference agencies, and the ways in which they use and share personal information is explained in more detail in the 'Using my personal data' booklet, or via the Credit Reference Agency Information Notice (CRAIN) document which can be accessed via any of the following links:

- [experian.co.uk/crain](https://experian.co.uk/crain)
- [equifax.co.uk/crain](https://equifax.co.uk/crain)
- [transunion.co.uk/crain](https://transunion.co.uk/crain)

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\* Further details of the Santander group of companies can be found in the 'Using my personal data' booklet.

## 4 Data Protection Statement (continued)

### My marketing preferences and related searches

You will use my home address, phone numbers, email address and social media (e.g. Facebook and message facilities in other platforms) to contact me according to my preferences. I can change my preferences or unsubscribe at any time by contacting you. If I am over 18, you may search the files at credit reference agencies before sending marketing communications or doing marketing in-branch to me about credit. The credit reference agencies do not record this particular search or show it to other lenders and it won't affect my credit rating. You do this as part of your responsible lending obligations, which is within your legitimate interests.

I understand that from time to time you would like to contact me with details of other products and services you think may interest me or to get my opinion on how you are doing. I understand I can choose to stop receiving information at any time by contacting you.

**Customer 1** – I have ticked any box(es) I **WOULD** like you to use:

- Post
- Phone
- Email, text, social media and messaging services
- Market research, including customer satisfaction surveys
- All of the above**

I understand that I may receive details of products and services from other Santander group companies if I have agreed with them to receive such information.

**Customer 2** – I have ticked any box(es) I **WOULD** like you to use:

- Post
- Phone
- Email, text, social media and messaging services
- Market research, including customer satisfaction surveys
- All of the above**

I understand that I may receive details of products and services from other Santander group companies if I have agreed with them to receive such information.

For joint customers, if your marketing preferences selection are different we may decide **not** to contact you using that preference, if your individual marketing preferences are not the same.

### Automated decision making and processing

Automated decision making involves processing my personal data without human intervention to evaluate my personal situation such as my economic position, personal preferences, interests or behaviour, for instance in relation to transactions on my accounts, my payments to other providers, and triggers and events such as account opening anniversaries and maturity dates. You may do this to decide what marketing communications are suitable for me, to analyse statistics and assess lending and insurance risks. All this activity is on the basis of your legitimate interests, to protect your business, and to develop and improve your products and services, except as follows; when you do automated decision making including profiling activity to assess lending and insurance risks, this will be performed on the basis of it being necessary to perform the contract with me or to take steps to enter into that contract. Further details can be found in the 'Using my personal data' booklet.

### Criteria used to determine retention periods (whether or not I become a customer)

The following criteria is used to determine data retention periods for my personal data:

- Retention in case of queries. You will retain my personal data as long as necessary to deal with my queries (e.g. if my application is unsuccessful);
- Retention in case of claims. You will retain my personal data for as long as I might legally bring claims against you; and
- Retention in accordance with legal and regulatory requirements. You will retain my personal data after my account, policy or service has been closed or has otherwise come to an end based on your legal and regulatory requirements.

### My rights under applicable data protection law

My rights are as follows:

- The right to be informed about your processing of my personal data;
- The right to have my personal data corrected if it is inaccurate and to have incomplete personal data completed;
- The right to object to processing of my personal data;
- The right to restrict processing of my personal data;
- The right to have my personal data erased (the 'right to be forgotten');
- The right to request access to my personal data and information about how you process it;
- The right to move, copy or transfer my personal data ('data portability'); and
- Rights in relation to automated decision making including profiling.

I understand that I will not have to pay a fee to access my personal data (or to exercise any of the other rights). However, you may charge a reasonable fee if my request is clearly unfounded, repetitive or excessive. Alternatively, you may refuse to comply with my request in these circumstances.

Depending on where my account is held, I have the right to complain to the Isle of Man Information Commissioner's Office [www.inforights.im/](http://www.inforights.im/) or the Office of the Information Commissioner (Jersey) [www.oicjersey.org](http://www.oicjersey.org). Both have enforcement powers and can investigate compliance with data protection law.

For more details on all the above I can contact your DPO or request the 'Using my personal data' booklet which is available on your website ([www.santanderinternational.co.uk](http://www.santanderinternational.co.uk)) or from your branch.

### Data anonymisation and aggregation

My personal data may be converted into statistical or aggregated data which cannot be used to identify me, then used to produce statistical research and reports. This aggregated data may be shared and used in all the ways described above.

### Updating our Data Protection Statement

We may update the data protection statement from time to time. When we change the data protection statement in a material way, this will be communicated to you together with the updated data protection statement.

### Business Changes

If we or the Santander group undergoes a group reorganisation or is sold to a third party, your personal information provided to us may be transferred to that reorganised entity or third party and used for the purposes highlighted in this data protection statement.

## 5 Declaration and signature(s)

By signing this form I/we agree that:

- I/We have completed all relevant sections of this form and authorise Santander International to obtain independent verification of any information provided
- I/We have read the Data Protection Statement section, and agree that you can use my/our information as stated in the Data Protection Statement
- I/We hereby certify that the information provided in this application form is, to the best of my knowledge and belief, accurate and complete in all respects
- I/We undertake to advise Santander International within 30 days of any change in circumstances which affects my tax residency status or causes the information contained herein to become incorrect.

### First customer signature

Print name

Date

D	D	M	M	Y	Y	Y	Y
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### Second customer – ONLY APPLICABLE FOR JOINT ACCOUNT

Print name

Date

D	D	M	M	Y	Y	Y	Y
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