



Equiniti Group plc - Privacy Notice

Equiniti Group plc holds data relating to shareholdings. It is a legal requirement that your name, address and the number of shares you hold are made available on a Register of Members. This summary details why we hold your data, including any ways that you might not expect. Please read the following Privacy Notice pages if you want to know more.

We hold your data

- To maintain the Register of Members and enable trading on the London Stock Exchange.
- To undertake activities relating to the Register of Members e.g. dividends, AGMs.
- To communicate with you in the way that you prefer.

We are committed to keeping your data safe and always seek to use your data in ways you would expect. We also hold your data to ensure that we meet legal and regulatory requirements.

Things you might not know

- In order to offer you an efficient service some of our processing is undertaken overseas – this includes India and the USA. Rest assured, we always implement appropriate controls to ensure your data stays protected.
- We use your personal data to help us provide great customer service. To do this we customise our communications to provide information about the products and services most relevant to you. This is called profiling.
- You have rights over the data we hold about you. In particular, you can choose if you want to receive information about offers, rewards and new products. You can tell us how you would prefer to hear from us. You are able to opt out at any time.

Equiniti Group plc - Privacy Notice

We understand how important your personal data is and are committed to protecting and respecting your privacy.

‘Personal Data’ means any information relating to or which identifies you. This can include items such as your name, address, phone number, identification numbers (such as a shareholder reference number or your national insurance number), location data or online identifiers. Personal data can be held electronically or in certain paper records.

The UK General Data Protection Regulation (UK GDPR) regulates the processing of personal data. The UK GDPR seeks to protect your rights to your personal data by setting out, amongst other things, the conditions under which the processing of personal data is lawful, the rights of data subjects and the standards that organisations handling personal data must adopt. This Privacy Notice is issued in compliance with UK GDPR and seeks to explain:

1. Who we are;
2. Products and services covered by this Privacy Notice;
3. How we collect your personal data;
4. Why we collect your personal data;
5. How long we hold the personal data;
6. The conditions under which we may share it with others;
7. Overseas processing;
8. How we keep your personal data secure;
9. Your personal data **rights** and how to exercise them;
10. Useful information;
11. EU GDPR; and
12. Any further questions.

Who we are

Equiniti Group plc (EQN) is part of the Equiniti Group of companies which form an outsourcing business focussed on financial and administration services. It is listed on the London Stock Exchange (EQN). Our registered address is Sutherland House, Russell Way, Crawley RH10 1UH and our ICO registration number is: ZA299187.

EQN is a **‘Data Controller’** this means that we are responsible for deciding how and why we hold and use personal data about you.

In this Privacy Notice, ‘we’, ‘us’ and ‘our’ will always mean EQN, as Data Controller.

If you have questions about your shareholding and related services, please contact our Customer Experience team via Equiniti Registrar's helpline on 0371 384 2030 (+44 121 415

7047 if calling from overseas). Lines are open between 8.30am and 5.30pm Monday to Friday excluding public holidays in England & Wales.

Products and services covered by this Privacy Notice

This notice applies to all of the following EQN products and services:

- Ordinary EQN shares held on the Register of Members;
- Dividend payments;
- Voting, election and Annual report correspondence; and
- Understanding our shareholders and identifying relevant products and services.

How we collect your personal data

The personal data we hold includes your name, postal address, email address, phone number, date of birth and financial information. We use different kinds of personal data dependent upon the relationship you have with us and the products and services that you use. We collect it through a variety of different ways:

Information you provide to us

- By using our website(s);
- By corresponding with us by post, phone, e-mail, IVR, text, touchtone, live-chat or otherwise;
- Application and registration forms/identification documentation; and
- Entering competitions, promotions or surveys.

Information we collect about you when you use our services

- Information about how you logged on and off of our website(s), including your IP address, information about your visit, your browsing history, your device information and how you use our website. This will include the capture of your location information – please see the cookie policy on our websites for further information on this;
- If you contact us electronically, we will collect details about the date and time of contact, and the contact details such as the call reference number and your telephone number;
- Information about the transactions and investments you make within EQN, including financial data and voting and preference instructions;
- Information on what you view, click on and access in and through our marketing emails and text messages. This includes the geographic location of the device you have used – please see the cookie policy on our websites for further information on this;
- Images and voice recordings of your communications with us for quality control, training, security and regulatory purposes, but these can also capture your location i.e. use of home landline number; and
- If you contact us via social media, we collect details from your social media account.

Information we receive from third parties

- As part of our identity and financial crime checking procedures with credit reference agencies, fraud detection agencies and registration or stockbroking industry exchanges as well as public information sources;
- Market researchers;
- From third parties when you have instructed or agreed for them to pass information to us, such as:
 - Your employer if you are subject to personal dealing reporting;
 - Your broker, agent, Trustee or Investment Company and companies that introduce you to us;
 - Where Equiniti Limited as share registrar, or Equiniti Financial Services Limited as provider of a Corporate Sponsored Nominee is informed of a change in details on the share register or Corporate Sponsored Nominee register linked to your account, these updates will also be applied to your shareholding to ensure we maintain accurate records;
 - From online advertising networks (for example Google) through whom we place advertisements. The information we obtain varies from network to network. It summarises the actions of lots of people and so does not enable us to identify you individually. It relates to what you view, click on, and access through websites in their network, including the subject matter of the website you started at and where you subsequently go. It can also include their analysis of your behaviour across the wider internet and a profile of you. If you are unhappy about this happening you should look out for 'settings' and 'Do Not Track' options in online advertisements and in the privacy and cookies functionality on your devices and consider changing your setting to block third party cookies in particular. We do not control the information on you that such networks obtain, or the technology they use to do so.

Special types of data – The law and other regulations treat some types of personal information as special. We will only collect and use this information if the law allows us to do so. Special types of data are:

- Criminal convictions and offences;
- Genetic and bio-metric data;
- Health data including gender;
- Racial or ethnic origin;
- Religious or philosophical beliefs; and
- Trade union membership.

Keeping your personal data up to date

It is important to us that the personal data we hold about you remains accurate and up to date at all times, but we need your help in doing this. Please help us by ensuring that you review the information held about you regularly and let us know as soon as anything needs updating or correcting.

Other people's personal data

The information you give us or that we collect through your use of our services, may contain your or another person's personal data. If you provide us with information about another person, you confirm that they have appointed you to act for them, they consent to you providing their personal data to us and any processing of their personal data and that you have informed them of our identity and the purpose for which their personal data will be processed – as set out in this Privacy Notice.

Why we collect your personal data

In the table below we demonstrate why and how we use your personal data as well as providing the legal reasons which we rely upon.

Under Data Protection legislation we must always have a legal reason for processing your personal data. One of the legal reasons is when we use your personal data for our legitimate interests, this is usually when we have a business reason. However, we must always ensure that we take your interests into consideration too, and ensure that the use is fairly balanced. We tell you below when we rely on legitimate interests and what our legitimate interests are.

Why we use your personal data	How we use your personal data	Our legal reasons for using your personal data
Provision of Financial services, including the administration and management of shareholder/investor records	To manage and operate your account with us to facilitate the administration of your shareholding. This includes: <ul style="list-style-type: none">○ Retaining records of your instructions and telephone calls and keeping your shareholder records up to date.○ Completing transactions that you instruct us to undertake, and any legal obligations we have in relation to the transactions.○ To provide you with dividends / certificates and notices.○ To respond to any complaints and / or personal data rights that you invoke.○ To notify you about changes to the way we manage our Register of Members, such as a corporate action.○ To keep our websites secure and permit you safe access to our services.	<ul style="list-style-type: none">○ To comply with legal requirements placed upon us, such as the Companies Act, Stock Exchange requirements and Financial Crime regulations.○ Our legitimate interests, such as the proper administration of our service and business, for example:<ul style="list-style-type: none">● Keeping our records up to date.● Defining types of customers for new products and services.● Seeking your consent when we need it to contact you.

		<ul style="list-style-type: none"> • Operating efficiently. • Enabling and monitoring your use of our website and services. <ul style="list-style-type: none"> ○ With your consent. ○ To meet our regulatory requirements.
Prize draws, offers, marketing of our products and services	<ul style="list-style-type: none"> ○ To allow you to participate in interactive features of our service, when you choose to do so. ○ Identifying if any of our products or services may be of interest to you and making suggestions and recommendations to you about them. ○ To provide you with the information, products and services that you request from us via your chosen channel. ○ To administer any prize draws that you are offered and elect to enter as an incentive to operate your account, for example as part of electing to receive dividends by BACS rather than by cheque. ○ To ask you if you wish to hear from other entities within the Equiniti Group of Companies that offer complementary financial services such as foreign exchange services. ○ We can ask you from time to time to confirm or update your choices, such as when there is a change in the law or the structure of our business. <p>IMPORTANT You can withdraw from EQN marketing and / or prize draw offers at any time. Please contact us if you wish to update your preferences.</p>	<ul style="list-style-type: none"> ○ With your consent. ○ When we have collected your personal data as part of a transaction with us, provided you could “opt-out” of receiving marketing communications at the time we collected your personal data and have been advised on how to easily do this in our subsequent communications with you for example using an ‘unsubscribe’ button at the bottom of emails. ○ Our legitimate interests, namely - the proper administration of our service and business, for example: <ul style="list-style-type: none"> • Keeping our records up to date. • Defining types of customers for new products and services. • Seeking your consent when we need it to contact you. • Operating efficiently. • Enabling and monitoring your use of our website and services.
Profiling	<p><u>Understanding our shareholder/investor base:</u> We can place you into groups of customers with similar interests, account patterns and preferences. These are called customer segments. We can also use a customer insight</p>	<ul style="list-style-type: none"> ○ Our legitimate interests, such as the proper administration of our service and business, for example:

	<p>technique which analyses past observations to predict future behaviour. This is called propensity modelling. These activities are used to predict how we can best deliver our service to you as well as tailor our product or service offerings and contact you efficiently and effectively with information that is relevant to you.</p> <p>You can ask us to stop profiling at any time – see section 9 – Your Personal Data Rights.</p>	<ul style="list-style-type: none"> ● Keeping our records up to date. ● Defining types of customers for new products and services. ● Seeking your consent when we need it to contact you. ● Operating efficiently. ● Enabling and monitoring your use of our website and services. ● To meet our regulatory requirements
<p>Assessment and collection of taxes</p>	<p>To deduct the relevant tax and duties (such as stamp duty, and dividend tax) and submit returns to the relevant regulatory authorities.</p>	<ul style="list-style-type: none"> ○ To comply with legal requirements placed upon us, such as the UK Social Security legislations.
<p>Financial crime</p>	<p>Financial crime and money laundering. We analyse your personal data for financial crime, money laundering and fraud risk purposes in accordance with UK regulations which are placed upon us. This can include automated decision making as part of the following activities:</p> <ul style="list-style-type: none"> ○ Confirming your identity (through the use of Credit Reference agencies – see above). ○ Verifying your bank details. ○ Using fraud prevention agencies. We study and learn about how you use our products and services and use this information to better detect fraud or unusual activities. ○ Analysing our databases, investigating, detecting and report financial crimes as well as taking measures to prevent financial crime. ○ Developing and improving our financial crime controls. ○ Managing financial risks both to us and to you. 	<ul style="list-style-type: none"> ○ To comply with legal requirements placed upon us, such as the Financial Crime regulations. ○ Our legitimate interests, such as the proper administration of our service and business, for example: <ul style="list-style-type: none"> ● Keeping our records up to date. ● Operating efficiently. ● Enabling and monitoring your use of our website and services. ● To meet our regulatory requirements.

<p>Improving our products and services</p>	<ul style="list-style-type: none"> ○ To identify service improvements such as when troubleshooting, undertaking data analysis, testing new products, using your personal data for research, statistical and survey purposes. ○ To ensure that content from our websites are presented in the most effective manner for you and for your device. ○ To develop and manage our products and services and to calculate how we should structure any fees and charges. ○ How we manage and work with other companies in the delivery of your products and services. ○ To study how you and our other customers use our products and services. ○ To measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you, which can be based on your activity on our website(s) or the website of another Equiniti Company or third parties' websites. We can do this ourselves or appoint an agency to do this on our behalf. 	<ul style="list-style-type: none"> ○ With your consent. ○ To comply with legal requirements placed upon us, such as the Data Protection legislation and Financial Crime regulations. ○ Our legitimate interests, such as the proper administration of our service and business, for example: <ul style="list-style-type: none"> ● Keeping our records up to date. ● Defining types of customers for new products and services. ● Seeking your consent when we need it to contact you. ● Operating efficiently. ● Enabling and monitoring your use of our website and services. <p>Some of this information will be gathered by cookies that you have consented can access your computer. Please see our cookie policy for further information on how to manage cookies.</p>
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If you choose not to give personal information

We need to collect personal information required by law or under the terms of service you have elected to use. If you choose not to give us the personal data we need, it can mean that we have to cancel or decline a service that you request or have with us. So that you know what information is optional, we make it clear at the time we collect your personal data.

How long we hold your personal data

Personal data will not be retained for longer than necessary for us to achieve the purpose for which we obtained your personal data. We will then either securely delete it or anonymise it so that it cannot be linked back to you. We review our retention periods for personal data on a regular basis.

We will retain personal data for the duration of your entry on the Register of Members for a period of up to 12 years following your last entry on the Register or completion of service e.g. payment of unclaimed dividends, for the reasons noted below:

- To respond to enquiries and complaints;
- To demonstrate that your instructions were carried out properly; and
- To maintain records to meet rules and regulatory requirements that are applicable to the administration of the Register.

We can keep your data for longer than 12 years if we cannot delete it for legal, regulatory or technical reasons. We can also keep it for research or statistical purposes. If we do, we will make sure that your privacy is protected and only use it for those purposes

For full details of our retention policies, please contact us.

The conditions under which we can share your personal data with others

The information we hold about you is confidential and we will only share your personal information to enable us to deliver the product(s) or service(s), examples are as follows:

- At your request, or with your consent or the consent of any party linked to your shareholding;
- Other Equiniti Group entities who help us deliver online portals, products and services such as Equiniti Limited, Equiniti Financial Services Limited, ProSearch Asset Solutions Limited and Equiniti India Private Limited; and non-Equiniti Group entities, such as our agents in connection with running accounts and services for you, including:
 - Banks and other payment service providers to process your entitlements and payments;
 - Printers in order to supply you with documentation and certificates;
 - Insurance companies – where we need to provide details of your account when we make a claim;
 - Stockbrokers and market makers who execute transactions on your behalf;
 - Service suppliers to facilitate email, IT and administration services;
 - Our professional advisors, for example, our lawyers and technology consultants, when they need it to provide advice to us;

- Your employer or agent(s), in accordance with any specific instructions you provide to us;
- Third party providers, for example, your solicitor, when you have requested their services;
- Credit reference agencies and fraud detection agencies as part of our identification procedures;
- Fraud prevention agencies who will use it to prevent fraud and money-laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance, or employment. Further details of how your information will be used by us and these fraud prevention agencies, can be obtain by contacting the Equiniti Data Protection Officer using the details noted below;
- Market Research Agencies to measure or understand the effectiveness of advertising we serve to you and others. We can do this ourselves or appoint an agency to do this on our behalf. This will include your use of social media sites; and
- Your Official Receiver or appointed insolvency practitioner if we receive notice of your insolvency, bankruptcy or insolvency proceedings / arrangement.

We will only transfer your personal information to trusted third parties who provide sufficient security guarantees and who demonstrate a commitment to compliance with applicable law and this policy. Where third parties are processing personal information on our behalf, they will be required to agree, by contractual means, to process the personal information in accordance with the applicable law. This contract will stipulate, amongst other things, that the third party and its representatives shall act only on our instructions, or as permitted by law.

We are also required to share your personal data with external third parties as follows (but not limited to):

- Regulators and supervisory authorities e.g. Her Majesty's Revenue and Customs (HMRC), domestic or foreign tax authority, the Department for Work and Pensions (DWP), Her Majesty's Courts and Tribunals Service (the courts), Tax advisors, Credit Industry Fraud Avoidance System (Cifas); Financial Ombudsman Service (FOS), the London Stock Exchange plc or the operator of any market on which you may hold investments, as part of our legal obligations in providing the products / services;
- Where the law requires or permits disclosure, or there is a duty to the public to reveal it;
- When we need to defend or exercise our legal rights or those of a third party;
- Debt collecting, debt chasing or another agent for enforcing payment of monies owed to us;
- Efforts to trace you if we lose contact with you e.g. to reunite you with your assets;
- Police and other law enforcement agencies for the prevention and detection of crime and where a valid permission is applicable;
- As a result of a court order or other regulatory instruction;

- Our insurers and insurance brokers where required for underwriting our risks and as part of ongoing risk assessments;
- For individuals subject to personal account dealing regulations – when we are advised by you or your employer that personal account dealing reporting requirements are in place, we will notify your employer of relevant trades and transactions on your account; and
- We can transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation. At all times, we take steps to ensure your personal data rights continue to be protected as per this Privacy Notice.

Overseas Processing

Personal data will be shared with members of the Equiniti Group outside of the UK, including Equiniti India Private Limited which is based in India, for the purposes described in this Privacy Notice. For these transfers we utilise Model Clauses recognised by the European Commission.

Personal data will also be shared outside of the UK for the purposes of contacting you via email via our email service provider. For these transfers, we utilise Model Clauses recognised by the European Commission.

If you would like to obtain a copy of the Model Clauses we use to share personal information within the Equiniti Group or our email service provider, please contact our Data Protection Officer using the details provided in this Privacy Notice.

Please note that information protection laws do vary from country to country. In particular, the law of the country in which you are resident or domiciled may offer a higher standard of protection than the laws in the UK and / or those other countries in which we store and use the personal data we collect. Whilst we have taken measures to protect your personal data the transfer to other countries could result in your personal data being available to governments and other authorities in those countries under their laws.

By using our Service, you agree to this international transfer, storing and processing.

How we keep your personal data secure

We understand how important your personal data is to you and we take its security very seriously.

We safeguard your personal data across all our computer systems, networks, websites and offices as much as possible through appropriate procedures and technical security measures

(including strict encryption, anonymisation and archiving techniques) and our Information Security policies are aligned to ISO27001, which is an internationally recognised security standard.

We also use secure ways of communicating with you such as when collecting your personal data or providing your account information:

- online through the use of “https” and other security and encryption protocols. This is indicated by a lock icon on the bottom of the web browser, or the address will include the letters https in the top left-hand corner; and
- by telephone we will always ask you security questions to confirm your identity before we discuss matters relating to your account(s).

Where we have given you (or where you have chosen) a password or unique identifier (PIN) which enables you to access certain parts of online services, you are responsible for keeping this password / PIN confidential, along with any username. We will never ask for your full password or PIN, and you must not divulge your full password to us or anyone else. We recommend that any password or PIN you set is not easily guessable, and changed frequently (at least once a month).

Because we cannot guarantee the confidentiality of personal data sent on the internet you should never send your login details via email.

Security concerns

If you ever receive a communication from us by post, email or by phone that you are concerned it is not genuine, please contact us using the contact details in Section 11.

You must immediately inform us if you become aware, or suspect, that someone else has knowledge of your account details.

If you have any concerns about the security of your own personal computers and mobile devices, we suggest you read the advice of Get Safe Online, which can be accessed at www.getsafeonline.org.

Your personal data rights and how to exercise them

You have rights in respect of the personal data that we hold about you. They include the right to request a copy of the information that we hold about you, to know about any automated decisions that are made about you and to change your marketing preferences at any time. Details about all of your rights are provided below.

Some of these rights are conditional and depend upon why we are processing your personal data. This means that we cannot always be able to respond to your request in the way that you want. For example:

- If you ask us to erase your personal data and we are processing the information because we are required to do so because of a legal requirement, we will not be able to delete your personal data; however,
- If you ask us to erase your personal data and we are processing the information because you provided us with consent (for example as part of a survey response), we will be able to consider and respond to your request.

Your rights	Explanatory detail
The right to be informed about how we use your personal data.	This Privacy Notice provides you with the details on how we use and process your data.
The right of access to a copy of any personal data EQN processes about you, together with certain additional information.	If you request to see your personal data, your initial request will be free of charge; subsequent requests may attract an administration fee. The additional information includes details of the categories and recipients of the personal data. Providing the rights and freedoms of others are not affected, we will supply to you a copy of your personal data.
The right to request us to rectify or update it.	This will be relevant where the personal data we hold is or has become inaccurate or incomplete, taking into account the purposes of the processing. Please explain why you consider the data inaccurate or incomplete.
The right to request us to erase your personal data in certain circumstances.	The circumstances when erasure can apply include when we no longer need your personal data to meet a lawful basis for processing, unless : that basis is consent and you withdraw your consent or you object to the processing or the processing is unlawful. However, certain exclusions apply - where the processing is necessary for compliance with a legal obligation or to establish, exercise or defend legal claims.
The right to request us to restrict processing it.	This request can be used to stop us processing your personal data: if you disagree over the accuracy of the personal data until we have verified the data; the reason for processing; or if you wish us to retain your personal data for longer than our retention period, e.g. to establish, exercise or defend a legal claim.
The right to request a copy of your information for data portability purposes.	If you have provided personal data to us under <u>contract</u> or because you <u>consented</u> to the processing and use the data by automated means , then you have the right to instruct us to transmit that personal data to you or another data controller in a machine-readable format.

<p>The right to object to us processing your personal data.</p>	<p>You have a right to object to us processing your data where we are processing it for the purpose of legitimate interests.</p> <p>You can also object to direct marketing communications from us about products, offers, competitions, or services and any profiling that we can perform in relation to direct marketing. You can do this at the point of data collection, through the use of any opt-out functionality on text and emails, via your preference centre or by contacting the helpline service.</p> <p>You can update your marketing preferences at any time through the use of the opt-out functionality.</p> <p>You have the right to withdraw your consent at any time. However, this will not affect the lawfulness of processing before the withdrawal.</p> <p>If you would like to receive the marketing described above, please ensure you have indicated your preferences accordingly.</p>
<p>Rights related to decisions based solely on automated processing.</p>	<p>Where this processing produces legal effects or significantly affects you, you can object to this processing unless the processing is necessary as part of our contract, or is required by legislation.</p>
<p>Right to lodge a complaint with a supervisory authority.</p>	<p>If you wish to raise a complaint on how we have handled your personal data, please contact our Data Protection team who will investigate the matter and report back to you.</p> <p>If you remain unsatisfied with our response or believe we are not processing your personal data in accordance with the law, you are able to contact the data protection supervisory authority in your country. In the UK, it is the Information Commissioner's Office (ICO) who regulates Data Controllers compliance with data protection legislation. They can be contacted by email: casework@ico.org.uk, post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone: 0303 123 1113.</p>

Useful information

10.1 - Children (16 years and under) and Vulnerable Adults

We are committed to the privacy protection of children and vulnerable adults. If you are aged 16 or under, and we need to process your personal data you must obtain the permission of your parent / guardian **before** you share your personal data with us. If we are notified that

you are a vulnerable adult we will liaise with your authorised representative, once we are in receipt of the appropriate permissions.

10.2 - Use of 'cookies'

Cookies are text files placed on your computer to track visitor use of websites and to compile statistical reports on website activity. This helps us to improve our website and deliver a better more personalised service.

You can switch off cookies by setting your browser preferences. However, turning cookies off will result in a loss of functionality when using Equiniti websites. For more information on how to switch off cookies on your computer, please see the cookie policy on our websites for further information on this.

10.3 - Links to other websites

Our websites can contain links to other websites run by other organisations, or other Equiniti Group companies. When you are on another website, we encourage you to read their privacy policies as they will take precedence over this Privacy Notice.

We are not responsible for the privacy policies and practices of other sites.

10.4 - Social media, blogs, reviews, and similar services

Any social media posts or comments you make to us (e.g. on our own Facebook page) will be shared under the terms of the relevant social media platform (e.g. Facebook or Twitter) on which they are made and could be made public by that platform. These platforms are controlled by other organisations, and so we are not responsible for this sharing. You should review the terms and conditions and privacy policies of the social media platforms you use to ensure you understand how they will use your information, what information relating to you they will place in the public domain and how you can stop them from doing so if you are unhappy about it.

Any blog, review or other posts or comments you make about us, our products and services on any of our blog, review or user community services will be shared with all other members of that service and the public at large.

You are responsible for ensuring that any comments you make comply with any relevant policy on acceptable use of those services.

10.5 - Changes to this policy

We review our use of your personal data regularly. In doing so, we can change what personal data we collect, how we keep it and what we do with it. As a result, we can change this Privacy Notice from time to time to keep it relevant and up to date.

We will endeavour to alert you to these changes so that you can check you are happy with it before proceeding any further. Please look out for notices from us alerting you to these changes, via our websites or other timely communications. If you use our websites and see such an alert, please take a moment to ensure that you're happy with any changes.

By continuing to use our products and services, you will be bound by this Privacy Notice.

However, we will also tell you of the changes where required by law to do so.

This policy was issued on 09.03.21. If you require copies of previous versions of the EQN Privacy Notice, please contact the Data Protection Officer using the contact details noted below.

EU GDPR

The European Union adopted the European General Data Protection Regulation (EU GDPR) on May 25, 2018 and you are protected by the provisions of the EU GDPR if you are in the EU.

The information within this Privacy Notice meets the EU GDPR requirements, however, you also have the right to lodge a complaint (as per section 9 above) with your relevant data protection supervisory authority.

Any further questions about this Privacy Notice

We hope that this Privacy Notice has been helpful in setting out how we handle your personal data and your rights to control it. If you have any questions that remain unanswered, please visit our Customer Privacy Centre or contact our Data Protection Officer:

- Online at <https://privacy.equiniti.com> where you will find general information about your rights and how Equiniti safeguards your data;
- By email at DPO@equiniti.com,
- By post at Data Protection Officer, Equiniti, Highdown House, Yeoman Way, Worthing, BN99 3HH, or
- By telephone on 0333-207-5962 (from UK) and +44 121-415-0196 (from overseas).