



I understand that there is a £2 joining fee and an annual fee, currently of £1, is deducted on the 1st October each year. A minimum deposit of £5.00 is payable on application. As a member you will receive notification of the Annual General Meeting and an annual statement of your accounts. I agree to abide by the Rules of the Stroud Valleys Credit Union, a copy of which is available for inspection.

I agree that the personal information on this form and other information collected and held by the Credit Union, can be stored on paper and electronically. All information is held in accordance with the principles of the General Data Protection Regulation 2018, and is held in the strictest confidence. Stroud Valleys Credit Union may, if necessary, conduct an on-line search with a credit reference agency for the purposes of verifying my identity (no trace will be left on my credit file).

I declare that information given on this form is true and correct to best of my knowledge.

SIGNATURE

Signature witnessed by (Credit Union officer)

Name of Witness:

Signature:

Date

**We need to check your identity and address - please bring the following original documents when you join the Credit Union.**

**Verification of Identity**

**Verification of Address**

One of the following:

- Valid UK photocard driving licence (full or provisional, stating current address)
- Full current UK passport
- Full UK paper driving licence
- Full current non-UK passport
- Current non-UK photocard driving licence (full or provisional)

One of the following:

- Bank or credit card statement
- Utility bill (mobile phone bills are not acceptable)
- Benefit entitlement letter (must be no more than 12 months old and show the benefit that was payable at the time of issue)
- For students only, a UCAS letter with name and address (must be no more than 12 months old)

Credit Union use only:

**Cashier's name:**

Entrance fee paid: £                      (£2.00)                      Opening deposit paid: £                      (minimum £5)

**ID verified by (cashier's name):**

photo driving licence/passport/paper driving licence

**This must be photocopied and retained**

**Address verification (cashier's name):**

Bank or credit card statement/Utility Bill/Council Tax/Benefit/Book

**This must be photocopied and retained**

Copy of recent invoice _____	Received	Yes / No
or		
Copy of Constitution _____	Received	Yes / No
Copy Tax document or similar _____	Received	Yes / No
or		
List of Officer _____	Received	Yes / No

**Office only:**

HMRC Sanctions list checked by:

Membership Number

Welcome Pack Sent

Entered on Computer

## Authorised signatory mandate

Each signatory must complete (copy more if required)

Individuals representing organisations will be required to produce identification documents in accordance with the credit union's normal identification requirements unless they are already registered as an individual member.

PERSONAL DETAILS	ORGANISATION NAME
Title Surname	Position in organisation
Forenames	Email
Home Address  Postcode	Mobile
Date of birth	Contact Telephone
Are you a member of the Credit Union as an individual?	If yes membership number

I have received and read a copy of SVCU's Data Privacy Policy (Please tick) – This outlines how the credit union uses and protects your personal information

Usual Signature	Date
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HMRC Sanctions list checked by:

# Financial Services Compensation Scheme Information Sheet to be retained by member



Basic information about the protection of your eligible deposits	
Eligible deposits in Stroud Valleys Credit Union are protected by:	the Financial Services Compensation Scheme ("FSCS")
Limit of protection:	£85,000 per depositor per bank / building society / credit union
If you have more eligible deposits at the same credit union:	All your eligible deposits at the same bank are "aggregated" and the total is subject to the limit of £85,000.
If you have a joint account with other person(s):	The limit of £85,000 applies to each depositor separately.
Reimbursement period in case of credit union's failure:	20 working days.
Currency of reimbursement:	Pound sterling (GBP, £) or, for branches of UK banks operating in other EEA Member States, the currency of that State
To contact Stroud Valleys Credit Union for enquiries relating to your account:	Stroud Valleys Credit Union, Units 7 & 8, The Old Town Hall The Shambles, High Street Stroud GL5 1AP Tel: 01453 298785 Email: <a href="mailto:admin@svcu.org.uk">admin@svcu.org.uk</a>
To contact the FSCS for further information on compensation:	Financial Services Compensation Scheme 10th Floor Beaufort House 15 St. Botolph Street London EC3A 7QU Tel: 0800 678 1100 or 020 7741 4100 Email: <a href="mailto:ICT@fscs.org.uk">ICT@fscs.org.uk</a>
More information:	<a href="http://www.fscs.org.uk">www.fscs.org.uk</a>

## Additional information

### Scheme responsible for the protection of your eligible deposit

Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank, building society or credit union should occur, your eligible deposits would be repaid up to £85,000 by the Deposit Guarantee Scheme.

### General limit of protection

If a covered deposit is unavailable because a bank, building society or credit union is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers at maximum £85,000 per bank, building society or credit union. This means that all eligible deposits at the same bank, building society or credit union are added up in order to determine the coverage level. If, for instance, a depositor holds a savings account with £80,000 and a current account with £20,000, he or she will only be repaid £85,000.

In some cases eligible deposits which are categorised as "temporary high balances" are protected above £85,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits connected with certain events including:

- (a) certain transactions relating to the depositor's current or prospective only or main residence or dwelling;
- (b) a death, or the depositor's marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;
- (c) the payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction.

More information can be obtained under [www.fscs.org.uk](http://www.fscs.org.uk)

### Limit of protection for joint accounts

In case of joint accounts, the limit of £85,000 applies to each depositor. However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of £85,000

### Reimbursement

The responsible Deposit Guarantee Scheme is the:  
Financial Services Compensation Scheme,  
10th Floor Beaufort House,  
15 St Botolph Street,

London EC3A 7QU,

Tel: 0800 678 1100 or 020 7741 4100,

email: [ICT@fscs.org.uk](mailto:ICT@fscs.org.uk).

It will repay your eligible deposits (up to £85,000) within 20 working days until 31 December 2018; within 15 working days from 1 January 2019 until 31 December 2020; within ten working days from 1 January 2021 to 31 December 2023; and within seven working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within seven working days, it will, from 1 June 2016 until 31 December 2023, ensure that you have access to an appropriate amount of your covered deposits to cover the cost of living (in the case of a depositor which is an individual) or to cover necessary business expenses or operating costs (in the case of a depositor which is not an individual or a large company) within five working days of a request. Again, there are specific exceptions to this obligation.

In the case of a depositor which is a large company, where the FSCS cannot make the repayable amount available within seven working days, it will, from 3 July 2015 until 1 December 2016, ensure that you have access to your covered deposits within 15 working days of a request containing sufficient information to enable it to make a payment, save where specific exceptions apply.

In the case of a depositor which is a small local authority, where the FSCS cannot make the repayable amount available within seven working days, it will, from 3 July 2015 until 1 June 2016, ensure that you have access to your covered deposits within 15 working days of a request containing sufficient information to enable it to make a payment, save where specific exceptions apply.

If you have not been repaid within these deadlines, you should contact the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under [www.fscs.org.uk](http://www.fscs.org.uk)

### Other important information

In general, all retail depositors and businesses are covered by Deposit Guarantee Schemes. Exceptions for certain deposits are stated on the website of the responsible Deposit Guarantee Scheme. Your bank, building society or credit union will also inform you of any exclusions from protection which may apply. If deposits are eligible, the bank, building society or credit union shall also confirm this on the statement of account

# Financial Services Compensation Scheme Exclusions List

A deposit is excluded from protection if:

- (1) The holder and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements. For further information, contact your bank, building society or credit union.
- (2) The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.
- (3) It is a deposit made by a depositor which is one of the following:
  - credit institution
  - financial institution
  - investment firm
  - insurance undertaking
  - reinsurance undertaking
  - collective investment undertaking
  - pension or retirement fund (unless they are deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium, sized enterprises)
  - public authority, other than a small local authority.

The following are deposits, categories of deposits or other instruments which will no longer be protected from 3 July 2015:

- deposits of a credit union to which the credit union itself is entitled
- deposits which can only be proven by a financial instrument (listed in section C of Annex 1 of Directive 2014/65/EU; for example, transferable securities, money market instruments, units in collective investment undertakings, options, futures, swaps, forward rate agreements and other derivative agreements and contracts for differences) unless it is a savings product which is evidenced by a certificate of deposit made out to a named person and which exists in a Member State on 2 July 2014
- deposits of a collective investment scheme which qualifies as a small company (under the Companies Act 1985 or Companies Act 2006)
- deposits of an overseas financial services institution which qualifies as a small company (under the Companies Act 1985 or Companies Act 2006)
- deposits of certain regulated firms (investment firms, insurance undertakings and reinsurance undertakings) which qualify as a small business or a small company (under the Companies Act 1985 or Companies Act 2006)
  - refer to the FSCS for further information on this category

For further information about exclusions, refer to the FSCS website at [www.FSCS.org.uk](http://www.FSCS.org.uk)

# **Stroud Valleys Credit Union Privacy Notice**

We are committed to protecting our members' privacy. The credit union requires any information marked as mandatory for membership to either meet legal obligations or to enable us to perform our contract with you. Where you are not able to provide us with this information, we may not be able to open an account for you. Where we request further information about you not required for these reasons, we will ask you for your consent.

## **HOW WE USE YOUR PERSONAL INFORMATION**

Stroud Valley Credit Union may process, transfer and/or share personal information in the following ways:

### **For legal reasons:**

- confirm your identity
- perform activity for the prevention of financial crime
- carry out internal and external auditing
- record basic information about you on a register of members

### **For performance of our contract with you:**

- deal with your account(s) or run any other services we provide to you;
- consider any applications made by you;
- carry out credit checks and to obtain and provide credit references
- undertake statistical analysis, to help evaluate the future needs of our members and to help manage our business
- To send you statements, new terms & conditions (including changes to this privacy statement), information about changes to the way your account(s) operate and notification of our annual general meeting.

### **For our legitimate interests:**

- recover any debts owed to us

### **With Your Consent:**

- maintain our relationship with you including marketing and market research (if you agree to them)

## **SHARING YOUR PERSONAL INFORMATION**

We will disclose information outside the credit union:

- to third parties to help us confirm your identity to comply with money laundering legislation
- to credit reference agencies and debt recovery agents who may check the information against other databases – private and public – to which they have access to

- to any authorities if compelled to do so by law (e.g. to HM Revenue & Customs to fulfil tax compliance obligations)
- to fraud prevention agencies to help prevent crime or where we suspect fraud;
- to any persons, including, but not limited to, insurers, who provide a service or benefits to you or for us in connection with your account(s)
- To our suppliers in order for them to provide services to us and/or to you on our behalf
- to anyone in connection with a re-organisation or merger of the credit union's business
- other parties for marketing purposes (if you agree to this)

Aside from this, we do not pass your data onto any other organisation either within the European Economic Area or outside it.

### **WHERE WE SEND YOUR INFORMATION**

While countries in the European Economic Area all ensure rigorous data protection laws, there are parts of the world that may not be quite so rigorous and do not provide the same quality of legal protection and rights when it comes to your personal information.

There are occasions when SVCU needs to transfer your information outside the European Union to enable us to provide you with our full range of advice and services. They also, in some cases provide and operate the servers that we use for our data. The Companies concerned (WUFOO which is part of the Survey Monkey Group and MailChimp) have both issued privacy policies which ensure that they comply with the requirements of GDPR – these can be viewed here [Survey Monkey Privacy Policy](#) and [Mail Chimp Privacy Policy](#). In addition, any party receiving personal data may also process, transfer and share it for the purposes set out above and in limited circumstances this may involve sending your information to countries where data protection laws do not provide the same level of data protection as the UK.

For example, when complying with international tax regulations we may be required to report personal information to the HM Revenue and Customs which may transfer this information to tax authorities in countries where you or a connected person may be tax resident.

### **RETAINING YOUR INFORMATION**

The credit union will need to hold your information for various lengths of time depending on what we use your data for. In many cases we will hold this information for a period of time after you have left the credit union.

To read our policy for retaining members data please see: <https://svcu.org.uk/stroud-valleys-credit-union-data-retention-policy/> or contact us at the address below.

### **CREDIT RATING AGENCIES**

In order to process credit applications you make we may supply your personal information to credit reference agencies (CRAs) and they will give us information about you, such as about your financial history. We do this to assess creditworthiness and product suitability, check your identity, manage your account, trace and recover debts and prevent criminal activity.

We will also continue to exchange information about you with CRAs on an ongoing basis, including about your settled accounts and any debts not fully repaid on time. CRAs will share your information with other organisations. Your data will also be linked to the data



of your spouse, any joint applicants or other financial associates. This may affect your ability to get credit.

The identities of the CRAs, and the ways in which they use and share personal information, are explained in more detail on:

- CallCredit at [www.callcredit.co.uk/crain](http://www.callcredit.co.uk/crain)
- Equifax at [www.equifax.co.uk/crain](http://www.equifax.co.uk/crain)
- Experian at [www.experian.co.uk/crain](http://www.experian.co.uk/crain)

## **YOUR RIGHTS**

Your rights under data protection regulations are:

- (a) The right to access
- (b) The right of rectification
- (c) The right to erasure
- (d) The right to restrict processing
- (e) The right to data portability
- (f) The right to object to data processing
- (g) Rights related to automating decision-making and profiling
- (h) Right to withdraw consent
- (i) The right to complain to the Information Commissioner's Office

## **YOUR RIGHTS EXPLAINED:**

### **The right to access**

You have the right to access your personal data and details of the purposes of the processing, the categories of personal data concerned and the 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. If you wish to receive this information you can contact us via email at [datarequest@svcu.org.uk](mailto:datarequest@svcu.org.uk) or by writing to us at the address below. We will seek to provide the information to the address on our records or make further enquiries to confirm your identity if you request we send it elsewhere.

### **The right to rectification**

You have the right to have any inaccurate personal data about you corrected and, taking into account the purposes of the processing, to have any incomplete personal data about you completed.

### **The right to erasure**

In some circumstances you have the right to the erasure of your personal data without undue delay. Those circumstances include:

- the personal data is no longer needed for the purpose it was originally processed
- you withdraw consent you previously provided to process the information
- you object to the processing under certain rules of data protection law
- the processing is for marketing purposes
- the personal data was unlawfully processed

However, you may not erase this data where we need it to meet a legal obligation or where it necessary for the establishment, exercise or defense of legal claims.

### **The right to restrict processing**

In some circumstances you have the right to restrict the processing of your personal data. Those circumstances are:

- you contest the accuracy of the personal data;
- processing is unlawful but you oppose erasure;
- we no longer need the personal data for the purposes of our processing, but you require personal data for the establishment, exercise or defense of legal claims; and
- you have objected to processing, pending the verification of that objection. Where processing has been restricted on this basis, we may continue to store your personal data.

We will only otherwise process it:

- with your consent;
- for the establishment, exercise or defense of legal claims; or
- for the protection of the rights of another natural or legal person;

### **The right to data portability**

To the extent that the legal basis for our processing of your personal data is:

- (a) consent; or
- (b) that the processing is necessary for the performance of our contract with you

You have the right to receive your personal data from us in a commonly used and machine-readable format or instruct us to send this data to another organisation. This right does not apply where it would adversely affect the rights and freedoms of others.

### **The right to object to data processing**

You have the right to object to our processing of your personal data on grounds relating to your particular situation, but only to the extent that the legal basis for the processing is that the data is necessary for the purposes of the legitimate interests pursued by us or by a third party.

If you make such an objection, we will cease to process the personal information unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defense of legal claims.

You have the right to object to our processing of your personal data for direct marketing purposes (including profiling for direct marketing purposes). If you make such an objection, we will cease to process your personal data for this purpose.

### **Rights related to automating decision-making and profiling**

This credit union may use an automated decision making process for processing members' loan applications to make sure that our decisions are quick, fair, efficient, and correct based on what we know.

The automated lending decision system looks at your credit score alongside information such as:

- the amount applied for
- your income and expenditure
- your history of repaying debts
- the number and value of County Court Judgments (CCJs) you have
- the number of accounts you have that are in default
- public information such as the insolvency service
- whether or not you are bankrupt
- your age

and makes a decision based on either

- Set policies e.g. the credit union does not lend to those less than 18 years of age, or does not lend to people with over a certain value of county court judgements.
- The predicted likelihood of the repayment of the loan based on the statistical analysis of whether individuals who had a similar credit profile repaid their debts in the past.

Members have the right to have the decision reviewed by a member of staff, express their point of view, and obtain an explanation of the decision and challenge it.

### **Right to withdraw consent**

To the extent that the legal basis for our processing of your personal information is with your consent, you have the right to withdraw that consent at any time. Withdrawal will not affect the lawfulness of processing before the withdrawal. If you wish to withdraw consent then this can be done via Mailchimp by clicking Unsubscribe at the bottom of your latest newsletter or by writing to us at the address below.

### **The right to complain to the Information Commissioner's Office**

If you consider that our processing of your personal information infringes data protection laws, you have a legal right to lodge a complaint with the Information Commissioner's Office which is responsible for data protection in the UK. You can contact them by:

1. Going to their website at: <https://ico.org.uk>
2. Phone on 0303 123 1113
3. Post to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

### **CONTACT US ABOUT YOUR RIGHTS**

For more information about how your rights apply to your membership of the credit union or to make a request under your rights you can contact us at [datarequest@svcu.org.uk](mailto:datarequest@svcu.org.uk) or 01453 298785. We will respond to your request within one month or explain the reason for the delay.

Contact details of credit union:

The Data Protection Officer  
Stroud Valley Credit Union

Unit 7-8  
The Old Town Hall  
High Street  
Stroud  
GL5 1AP

admin@svcu.org.uk  
01453 298785

### **CHANGES TO THIS PRIVACY POLICY**

We can update this Privacy Policy at any time and ideally you should check it regularly here <https://svcu.org.uk/stroud-valleys-credit-union-privacy-notice/> for updates. We won't alert you for every small change, but if there are any important changes to the Policy or how we use your information we will let you know and where appropriate ask for your consent.