

# Barclays Statement on Data Protection

## Introduction

As a global financial services company, with over 42 million customers and operating in over 50 countries, Barclays handles a large volume of personal information. This information can relate to customers, employees, other workers, pensioners, shareholders, business contacts and suppliers.

Personal information can be defined as information about an individual that is personally identifiable, such as their name, address, email address, telephone number and details of their financial affairs.

Barclays understands that the protection of personal information is an essential requirement for any business, especially a bank that people entrust with details of their financial arrangements. The way in which we collect, and share, such information is equally important. Our customers, for example, expect that we manage their information according to high standards of privacy and security. Failure to meet their expectations would lead to a serious loss of trust in our business.

This statement outlines the steps we have taken to ensure that the privacy and security of personal information is respected throughout our organisation. It also highlights Barclays Privacy Principles, which set out the parameters placed around the collation, retention and use of this information and reflect our commitment to safeguarding personal data.

## Laws and regulations

Barclays is defined as a data controller under European data protection legislation and is consequently required to implement appropriate technical and organisational measures to protect personal information.

The security and protection of customer information is also overseen by other regulatory institutions, including financial services regulators (in the UK this includes the Financial



Services Authority and the Lending Standards Board). In addition to this, we are subject to the common law duty of confidentiality.

We take our legal and regulatory obligations seriously and have developed robust policies, practices and training to ensure the protection of personal information, including when transferring the information outside the Barclays Group. For example, we take steps to ensure that sub-contractors are required to comply with their obligations under all applicable data protection legislation in respect of any personal data handled which is relevant to their work for Barclays.

## Barclays Policy and Principles

Our Group Privacy Policy governs how we collect, handle, store, share, use and dispose of information about people. We regard sound privacy practices as a key element of corporate governance and accountability.

The Barclays Privacy Principles are published on our [website](#) and let individuals know how we will use their information.

Last updated 10 October 2013