**USE OF PERSONAL INFORMATION**

We will hold your information and any other information we have about you on our electronic databases and use it in the following ways.

**Considering your Application**

To help OUSBA to decide whether to enter into an agreement with you, OUSBA may search your record at any relevant credit reference agencies, such as Equifax Limited, to include information about your income. A record of our search will be made and this will be available to other organisations that make similar searches. Information held about you by the credit reference agencies may already be linked to records relating to one or more of your partners. This is called an "association". For the purposes of this agreement/application you may be treated as financially linked to such partner and your application assessed with reference to any "associated" records. An "association" between joint applicants and between you and any person with whom you have stated there is a financial relationship will be created at the credit reference agencies. This will link your financial records. In future applications by either or both of you, each of these financial records will be taken into account and this process will continue until one of you successfully files a disassociation at the credit reference agencies. OUSBA may also use information it gains from your performance of any other agreement you have with OUSBA. It may also use a credit scoring system.

**Use and Disclosure of Your Information**

OUSBA will add to your record with any relevant credit reference agencies by giving information relating to your agreement and information about your payment record. Should any payment be overdue, OUSBA may also tell them of that fact. OUSBA may check your details with a fraud prevention agency. If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies. Law enforcement agencies may access and use this information. OUSBA and other organisations (including The Open University) may also access and use this information, including information about your income, to prevent fraud and money laundering, for example, when:

* checking details on applications for credit and credit related or other facilities;
* managing credit and credit related accounts or facilities;
* recovering debt.

**Your Right to Information**

You have a right of access to your personal records held by credit and fraud agencies. Please contact OUSBA if you would like details of the agencies we use.

Under the Data Protection Act you are entitled to a copy of your personal data held by us on payment of a fee.

If you would like to see that information or have any questions about our policy for use and protection of your personal data, please contact our Data Protection Officer by emailing

data-protection@open.ac.uk or writing to:

Data Protection Officer, The Open University, Charles Pinfold Building, Walton Hall, Milton Keynes. MK7 6AA

Personal information which you provide to us may be used:

• To calculate the amount you can borrow

• For research and statistical analysis

• For making such checks as necessary for assessing your application for credit and verifying identities by using Credit Reference Agencies (CRAs)

To complete our processes we may have to share your information with the companies in the Open University group, other lenders, our service providers and credit reference agencies. Our credit checks with CRAs will place a search footprint on your credit file that can be seen by other credit providers. CRAs supply us with both public and shared credit information for the purpose of assessing creditworthiness as well as prevention and detection of fraud, money laundering and other financial crimes. The identities of the CRA’s and the ways in which they use and share personal information, are explained in more details at  [www.transunion.co.uk/crain](http://www.transunion.co.uk/crain) [www.equifax.co.uk/crain](http://www.equifax.co.uk/crain) and www.experian.co.uk/crain.We may also need to share information with your financial adviser, solicitor, and any other third party who acts on your behalf in connection with the loan.

**How long we keep personal information**

We retain personal information for as long as we reasonably require it for legal or business purposes. In determining data retention periods, we take into consideration the legal and contractual obligations as well as the expectations and requirements of our customers. When we no longer need personal information, we securely delete or destroy it.

**Right to withdraw your consent and erasure/ deletion of your personal information**

You have the right to withdraw your consent for the processing of your personal information and request that we correct any mistakes or delete your personal data.. Please note that in some circumstances if you ask us to correct, delete or stop processing it, we won’t always be required to do so. If that is the case, we will explain why.

**Automated Decision-making**

We will use your personal information for carrying out credit checks and assessing affordability based on pre-defined acceptance criteria. An initial underwriting decision is made by using affordability calculator and it is possible that the electronic assessment may result in an application being declined though usually a refusal follows an internal referral and manual review.

However, we will advise you in case your application has been declined based on the electronic assessment alone and in that event you will have the right to contest the decision and ask us to carry out a manual review of the application and to amend any of the information (with further supporting evidence where required) incorrectly used by us to determine the application.

**Complaints**

In case you have any concerns about how we have handled or managed your personal data, please let us know immediately. If you are not satisfied with our response, you have the right to make a complaint to the Information Commissioner’s Office (ICO) on their helpline number: 0303 123 1113 or 01625 545 745, or by writing to them at the following address.

The Information Commissioner’s Office, Water Lane, Wycliffe House, Wilmslow, CHESHIRE SK9 5AF