

## marketindex Privacy Policy

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## Privacy Policy

Capitalised terms used but not defined herein shall have the meaning ascribed to them in the 'Terms and Conditions' for marketindex Trading Platform.

### 1. Policy statement

RBS respects customer privacy and is committed to protecting it. You can visit the marketindex website run by RBS (at <http://www.marketindex.rbs.com>) without identifying yourself or providing any personal or financial information. However, if you wish to participate in the marketindex Demo Trading Platform or to open a Trading Account and actively trade on the marketindex Trading Platform (both platforms together the 'marketindex Platforms'), you are required to provide RBS (acting as the 'data controller', as defined in the Data Protection Act 1998 ('DPA')) with certain personal and financial information that are personal data within the meaning of the DPA (referred to as 'personal data'). The purpose of this privacy policy ('Privacy Policy') is to explain RBS's privacy policy and practices and how your personal data is processed.

### 2. Categories of personal data RBS collects

RBS collects personal data about you from the various sources, including:

- Account applications and other forms RBS asks you to complete in relation to your Trading Account, in particular, information relating to your identity such as name and contact details (including your business and personal e-mail address, business and personal home address and business, mobile and home telephone numbers), your financial situation and investment experience as well as other data you provide to us on such forms.
- Information you provide to RBS during the application for an account on the marketindex Demo Trading Platform.
- Customer transactions on the marketindex Platforms (such as account number, account balance and trading activity).
- Information you provide to RBS in hard copy, via e-mail, through the customer care centre or by other means.

If any information you have provided becomes out-of-date or is inaccurate, please correct it by contacting the marketindex team at the contact details given below.

### 3. How RBS processes personal data

RBS processes your personal data for the purposes of and as necessary for:

- opening, maintaining (including updating your contact details) and servicing your Trading Account with the marketindex Trading Platform;
- providing the services pursuant to the terms of the contract with you (in particular, completing Trades on the marketindex Trading Platform) and to carry out any other obligations arising from any contracts entered into between you and RBS;
- enabling you to trade on the Demo Trading Platform;
- sending you the information requested by you; and
- ensuring compliance with statutory requirements such as the requirement to verify your identity in accordance with anti-money laundering requirements.

All data generated by your transactions on the marketindex Platforms is stored automatically in the Online Archive for applicable statutory storage periods. Upon expiry of such statutory storage periods RBS will delete the data in the Online Archive without further notice to you. Otherwise, any personal data will only be stored as long as required to fulfil the purpose for which it was submitted.

### 4. Disclosure of personal data

RBS may disclose or transfer your personal data to third parties (which may be affiliated with RBS or unaffiliated) in connection with the operation of the marketindex website or the performance of the services provided to you by RBS in connection with marketindex or as otherwise permitted or prescribed by applicable laws or regulations. Since RBS outsources certain technology and customer support services (including the processing of the account opening documentation and general customer services) to different external service providers and receives administrative and other support from other branches of the bank, some of those service providers and branches might have access to your personal data in order to be able to

provide you with the information and services you have requested from RBS. The personal data that RBS collects from you may be transferred to, and stored at, a destination outside the European Economic Area ('EEA'). It may also be processed by staff operating outside the EEA who work for RBS or for one of its suppliers where it has been disclosed to such a person in the circumstances contemplated in the paragraph above. RBS will take all steps reasonably necessary to ensure that your personal data is treated securely and in accordance with this Privacy Policy.

Apart from in the circumstances described in the paragraph below, any other disclosure or transfer of your personal data to third parties will be made only with your consent and will only be disclosed and used by such third parties for the purpose(s) for which it was disclosed to RBS or for a compatible purpose.

If RBS sells or buys any relevant business or assets, it may disclose, under an obligation of confidentiality, your personal data to the prospective seller or buyer as part of a legitimate business aim. If RBS is, or substantially all of its assets are, acquired by a third party, personal data held by RBS about you may be transferred, under an obligation of confidentiality, to that third party.

## 5. Identity of the data controller

The data controller responsible for the processing of your personal data is:

**The Royal Bank of Scotland N.V., London Branch**  
**250 Bishopsgate**  
**London**  
**EC2M 4AA**

## 6. Procedures to safeguard personal data

RBS has implemented procedures to safeguard your personal data. RBS restricts access to personal data to those RBS employees who need to know that information in order to provide you with RBS's products or services on the marketindex website. Furthermore, RBS maintains physical, electronic and procedural safeguards to protect your personal data. RBS protects your personal data and your account information by keeping it on secure servers, using firewalls and other security technology to protect its network and systems from external attacks, and by requiring you to follow RBS's specific instructions for the access to the marketindex Trading Platform and Demo Trading Platform, in particular through the use of SecureIDs and passwords. RBS conducts periodic internal audits of its business practices and procedures, examining its confidentiality standards and information access, in order to best protect your personal data.

## 7. Cookies

RBS uses Internet cookies. Cookies are small amounts of data that the marketindex website can send to your web browser to store on your computer. RBS uses cookies for the purposes of the functional features of the website that enable or facilitate your use of the marketindex website after you have logged in, namely to identify you as a logged-in user and in order to store your preferences for certain kinds of data entries. Cookies set by RBS are not shared with any third parties. You can decide if and how your computer will accept a cookie by configuring your preferences or options in your browser. However, if you refuse cookies, you may not be able to customise certain parts of marketindex's online services or website features, and some services may require repeated re-entry of certain data. Instructions on how to disable cookies on your particular browser and more information about the functioning of cookies can be found on [www.allaboutcookies.org](http://www.allaboutcookies.org). This website is operated by a third party that is not connected with RBS.

## 8. Links to third-party websites

The marketindex website may provide links to third party websites for customer convenience and information. If you decide to access those links, you will leave the marketindex website. RBS does not control those third party sites or their privacy practices, which may differ from RBS's. RBS does not endorse or make any representations about third party websites. The personal data you choose to give to unrelated third parties is not covered by this Privacy Policy. You should review the privacy policy of any third party website before submitting your personal data. Some third party companies may choose to share their personal data with RBS. Any such sharing is governed by the disclosing company's privacy policy.

## 9. Notification of policy and policy changes

This Privacy Policy is available on the marketindex website and any updates will also be posted on the website. RBS recommends that you visit this site regularly so that you are aware of any updates that have been made to the Privacy Policy.

## 10. How to contact RBS

RBS values your opinion. If you have comments or questions about RBS's Privacy Policy in general or concerning the processing of your personal data, you are invited to contact the marketindex team:

RBS marketindex  
PO BOX 62621  
London EC2P 2DW  
marketindex.uk@rbs.com  
+44 (0)20 7078 3520 (Phone)  
+44 (0)20 7078 3521 (Fax)

You can also contact RBS using the contact details on the marketindex website to request access to your personal data in order to ask RBS to make any necessary changes to ensure that your personal data is accurate and kept up-to-date. RBS reserves the right to charge a fee of £10 for providing the personal data that it holds about you. RBS will give you access to your personal data to the extent permitted by law.

More information [www.rbs.co.uk/marketindex](http://www.rbs.co.uk/marketindex)  
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