

# Your Savings Account & Your Information

A guide written just for you

Note to parent or guardian: Please share this with your child when they are ready to understand it.

Hi! ■

Your parent or guardian has opened a **Junior ISA** for you — a savings account that belongs to you. Because it is your account, you have the right to know what information we have about you and what we do with it. This guide tells you exactly that, in plain language.

You might want to read this with a parent or grown-up the first time. That is completely fine.

## ■ Who are we?

### Q: Who is looking after my information?

We are **OakNorth Bank plc** — the bank that holds your Junior ISA. We have a **Data Protection Officer** whose job is to make sure we handle everyone's information properly, including yours. If you or a parent ever has a question, you can contact us using the details at the end of this guide.

## ■ What information do we have about you?

### Q: What do you actually know about me?

Right now, we only hold **three things** about you:

- **Your full name** — first name, middle name and last name
- **Your date of birth**
- **Your home address**

That is it. We do not have your email address, phone number, photo, or anything else about you at this stage.

## ■ Where did we get this information?

### Q: Did you give it to us yourself?

No — your parent or guardian gave us your details when they opened the Junior ISA on your behalf. Even though they provided the information, **it is still your information** and you have full rights over it.

## ■ Why do we have this information?

### Q: Why do you need my details?

There are two main reasons:

- **The law requires it.** The government sets rules for Junior ISAs. We must know who the account belongs to in order to open it in your name. It is a legal requirement — a bit like how you need your name on a library card.
- **To protect your money.** We need to make sure the account truly belongs to you and that your savings are kept safe and secure.

We do **not** use your information for adverts. We do **not** sell it to anyone. We do not make any automatic decisions about you based on your information.

### Q: What gives you the legal right to hold my information?

Under UK law — called the **UK General Data Protection Regulation (UK GDPR)** — organisations must have a proper legal reason to use someone's personal information. We rely on two reasons for holding yours:

- **Contract:** your parent opened the Junior ISA on your behalf, so we need your details to run the account correctly.
- **Legal obligation:** the government requires us to hold this information under ISA rules and anti-money laundering law.

We are **not** relying on your consent, or on your parent's consent, to hold your information — so you do not need to worry that refusing will affect your account.

## ■ Who can see my information?

### Q: Do you share my details with anyone?

We only share your information when we have to:

- **OakNorth staff** — only the people who need it to look after your account.
- **HMRC** — the government department that manages ISA rules may need to know your account exists. We share only what is required.
- **Regulators** — the Financial Conduct Authority (FCA) oversees banks like us. We may need to share information with them if required by law.

We do **not** share your information with other companies for their own use, for advertising, or for any reason not listed above.

## ■ How long do you keep my information?

### Q: Will you keep my details forever?

No. We keep your information for as long as your Junior ISA is open and for a set period afterwards — as required by financial services law. Once that period is up, we securely delete it. We never keep information for longer than we have to.

## ■ Your rights — things you are allowed to do

This is your information. Even though you are young, you have real rights over it. A parent or guardian can help you use these rights on your behalf for now. As you get older you may be able to use them yourself.



### See your information

*(Right of Access)*

You can ask us to send you a copy of all the information we hold about you. We must respond within one month.



### Fix a mistake

*(Right to Rectification)*



If something we hold about you is wrong — a misspelled name or wrong address — you can ask us to correct it. We must fix it promptly.



### Ask us to delete it

*(Right to Erasure)*



In some circumstances you can ask us to delete your information. We may not always be able to do this straight away because the law may require us to keep certain records — but we will always explain why if we cannot.



### Ask us to pause

*(Right to Restriction)*

You can ask us to temporarily pause how we use your information while a concern is being looked into.



### Object

*(Right to Object)*

You have the right to object to the way we use your information in certain circumstances. We will always take your objection seriously and explain our decision.



### Ask questions

*(Right to Explanation)*

If you do not understand anything about how we use your information, you or a parent can ask us and we must explain it clearly.

## ■ What happens as you get older?

We will not contact you directly right now — your parent or guardian manages the account for you. But as you grow up, things change and we will keep you informed at each stage:

### Right now — age 14 and below

Your parent or guardian manages your Junior ISA. We hold only your name, date of birth and address — nothing more. This guide is made available to your parent to share with you when you are ready to read it.

### Approaching age 16

At 16, you can start making decisions about your Junior ISA yourself — for example, you could move it to a different provider. We will contact you directly at that point and will explain what extra information we need from you, such as your email address. We will send you updated privacy information at that time.

### Age 18

Your Junior ISA automatically becomes an adult ISA and the money is fully yours to access. We will ask you to verify your identity as an adult and you will receive our full grown-up privacy notice.

## ■ Not happy? Here is what you can do.

### Q: What if I think something is wrong?

Please ask a parent or guardian to get in touch with us first — we want to put things right.

If you are still not satisfied, you have the right to complain to the **Information Commissioner's Office (ICO)** — the UK's data protection watchdog. They are completely independent from us and their job is to protect your rights.

- Website: [ico.org.uk](https://ico.org.uk)
- Phone: **0303 123 1113**
- Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

## ■ Our promise to you

- ✓ We only collect the information we actually need

- ✓ We keep it secure and private
- ✓ We never sell it or use it for adverts
- ✓ We will tell you if anything important changes
- ✓ We will always answer your questions

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*This notice is provided under Article 14 of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. It relates to children aged 14 and below who are the named beneficial owner of a Junior ISA held with OakNorth Bank plc. The child's data is collected from the Registered Contact (parent or guardian) — not directly from the child — and is therefore processed under Article 14.*

*This notice is designed in line with the ICO Detailed Findings: Children's Data in Financial Services (March 2025), in particular the requirements for age-appropriate language, layered transparency, and indirect delivery via the Registered Contact for children at this stage. The Registered Contact receives a separate full adult privacy notice. Version date: September 2026.*