

## **Employee Handbook Update: Viewing and Transacting on Accounts Policy**

### **Effective Date – 23<sup>rd</sup> October 2018**

We've updated the Employee Handbook with a new summary of the key points of the updated Viewing and Transacting Policy, which takes effect on the 23<sup>rd</sup> October 2018, and has been agreed with our recognised Unions, Advance and CWU.

The Viewing and Transacting Policy is a key policy for any colleague who has access to our customer account systems, or any other sensitive financial account data. It explains the rules for how you must use this access and what you can and can't do. This is to make sure that we comply with the wide range of legislation and regulations that applies to working in the Banking sector, to protect against any financial abuse or misuse and to protect our customers' confidentiality under the General Data Protection Act.

The key principles of the Policy have not changed, and although we do recommend that you use normal customer channels for all their banking transactions, you are allowed to view your own accounts only. However you must never use your access to transact on your own account or to view or transact on the accounts of family, friends or colleagues, or use it for any actions which are not needed for you to carry out your role, and following all the required procedures

The updated Policy provides more clarity on what we mean by family and friends, and transactions, and provides some useful examples and FAQ's.

Please read the updated section of the Handbook and the full Viewing and Transacting Policy carefully to make sure you understand what this means for you in practice. But if you're ever unsure about anything, always ask your manager for advice before you do it, as breaches of this Policy are taken very seriously and can lead to Disciplinary Action, up to and including losing your job with Santander.