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1. What is the Irish Credit Bureau D.A.C (“ICB”)?

ICB is a secure database, set up in 1963, which is used to collect and store personal data on credit agreements from members of ICB. Please see www.icb.ie for a full list of members. Our contact details are as follows:

Telephone	+353 1 2600388
Email	consumer@icb.ie
Post	Irish Credit Bureau D.A.C, ICB House, Newstead, Clonskeagh, Dublin 14, D14 PX09

2. About this Fair Processing Notice

This Fair Processing Notice relates to our privacy practices and policies. It sets out what personal data we collect and process about you in connection with the services and functions of ICB; where we obtain the data from; what we do with that data; how we comply with the data protection rules; who

we transfer data to and how we deal with individuals' rights in relation to their personal data. Any personal data is collected and processed in accordance with Irish and EU data protection laws.

All our employees and contractors are required to comply with this Fair Processing Notice when they process personal data on our behalf. Any failure by employees or contractors to comply with the data protection rules (including as they are outlined in this Fair Processing Notice) may result in disciplinary action or sanction.

3. Data protection laws

The data protection rules that apply to us are currently contained in the Data Protection Acts 1988 and 2003. As and from 25 May 2018, the applicable rules will be contained in the General Data Protection Regulation (GDPR) and in related Irish data protection legislation which gives effect to the GDPR. This document is to ensure compliance with [Article 14 of the GDPR](#) - which stipulates what information needs to be provided where personal data have not been obtained directly from the data subject.

“**Data controllers**” are organisations who determine the purposes for which, and the manner in which, any personal data is processed, who make independent decisions in relation to the personal data and/or who otherwise control that personal data. For the purposes of the GDPR, ICB is the data controller with regard to the personal data described in this Fair Processing Notice.

4. Data protection principles

The eight data protection principles that apply to ICB are that:

1. We must process personal data fairly, lawfully and transparently. This obligation includes that we must have a valid legal basis for our processing of personal data and that we must be transparent with individuals about our processing of their personal data.
2. We can only collect personal data for specified, identified and legitimate purposes.
3. We can only then process the personal data that we have collected for the purposes which we have identified or for purposes that are compatible with the purposes that we have identified.
4. The personal data that we collect and process must be adequate, relevant and limited to what is necessary for the purposes.
5. The personal data that we collect and process must be accurate and (where necessary) kept up to-date.
6. We must not keep personal data any longer than is necessary, bearing in mind the purpose for which we collected it. This includes that we should keep personal data in a form which permits identification of the data subject for no longer than is necessary.
7. We must keep personal data safe and secure from unauthorised access, deletion, disclosure or other unauthorised uses. This includes not just keeping data safe and secure from persons outside our organisation, but also from people within our organisation who have no need to access or use the personal data. We must also be careful when transferring personal data outside the European Economic Area (the “EEA”, being the EU plus Norway, Liechtenstein and Iceland), and make sure that we have a valid legal basis on which to transfer that data. Transfers can include using cloud servers located outside the EU or allowing people who are located outside the EEA access to personal data that is stored within the EEA.
8. We must comply with data subjects' rights of information about, and (separately) access to, their personal data and with their other data protection rights, including rights to correct or erase their personal data, rights “to be forgotten”, rights to object to processing (including

profiling), rights against automated decision-making and (under the GDPR) rights to data portability.

5. Where did you get my Personal Data from?

We receive personal data along with data relating to credit agreements from registered members of ICB. When you enter into a credit agreement with a member of ICB, this data is registered on the database. Each month ICB receives an update for each open account. This builds up a credit history which indicates how you are meeting the repayment terms of any credit agreements you may have.

When you apply for credit from an ICB member, that lender may access ICB’s database to obtain your **credit report**. You may have loans from more than one member and your credit report will include details of all registered loans, both open and concluded. Credit agreements are retained on the ICB database for 5 years after they are concluded.

Equally, you may not have any credit history in the cases where you have not borrowed previously, or any credit agreements have been concluded for more than 5 years.

6. Why does ICB collect this information?

In order to lend responsibly, ICB’s members use ICB to see the financial position of individuals and businesses. An ICB member may check with ICB when you, or a business, applies for credit and the lender needs to make a credit decision taking into account that person or business’s credit history. Your credit report provides a history of repayments on any loans which you have had from ICB members historically and currently.

The information contained in your credit report assists members in making their lending decisions, it helps promote responsible lending, prevents over-indebtedness, and reduces the amount of unrecoverable debt and insolvencies. The sharing of credit data plays a vital role in the smooth running of the Irish economy speeding up access to credit and lowering the cost of credit. See section 9 below.

7. What Personal Data is held on the ICB database?

“**Personal data**” means any information relating to an identified or identifiable natural person. The following tables show what personal data ICB holds.

	Contains the following details	Retention period
Identifying information	Name, Address, Date of Birth, Occupation, Gender, Telephone numbers, Junior/Senior Indicator	5 years from when the account is concluded.
Account Details	Opening Date, Unique Account Reference Number, Amount, Term, Payment Frequency, Type of Loan, Joint or Individual Account or Guaranteed, Currency Indicator, the Name of the Lender	5 years from when the account is concluded.
Other Name /Address Details	Any Previous Addresses or a Previous Name (i.e. prior to marriage)	5 years from when the account is concluded.
Credit History	Each month ICB receive an update for each open account. This builds up your credit history and	5 years from when the account is concluded.

	Contains the following details	Retention period
	indicates if you are meeting the repayment terms of any open loans you may have	

This level of information is necessary to ensure ICB can accurately match your loans, including loans that you may have with more than one lender. It will help avoid instances where an unsound credit decision is made by a lender because your personal or credit information cannot be identified correctly, or is matched erroneously with another person.

Your Credit Report might also have the following additional information.

Record name	Details	Retention period
History of Enquiries (Footprints)	When a lender carries out a credit check on you they leave a footprint. This records the date, time, name of the lender, and the score (if applicable) supplied at that time.	1 Year from the Enquiry Date
Personal Declaration	You can supply a 200 word statement which can be added as a note to your credit record e.g. why payments were missed. Only you, the borrower, can supply this, the financial institution cannot add a note.	5 Years from when the account is concluded.
Scores	As an additional service to members, ICB may provide a score on your credit report to subscribing members. It is generated at the time of the enquiry (see 12 below).	1 Year from the Enquiry Date

8. Who do we share your personal data with?

We appreciate that this can affect your privacy, so we want you to be fully aware of the information we collect, who has access to it and when can it be accessed.

Who	Details
Our Members	When you go to any of our members seeking credit they may perform a credit check on you. If they grant you credit they will register information about that credit agreement with ICB.
You	You are entitled to obtain copies of your own personal data, this is known as a Data Subject Access Request. See How do I request a copy of my data?
Uses as required by or permitted by law	Your personal data may also be used for other purposes where required or permitted by law, e.g. for the detection and prosecution of criminal activity.

Only you and the members of ICB can access the ICB database, ICB does not share your information with anyone else unless required or permitted by law. E.g. employers, landlords and service providers cannot access the ICB database.

9. What entitles ICB to process my Personal Data?

GDPR allows the use of personal data where its purpose is legitimate and is not outweighed by the interests, fundamental rights or freedoms of data subjects. This is the **Legitimate Interests condition** for personal data processing. The [Legitimate Interests](#) Article 6 1.(f) being pursued by ICB are:

Legitimate Interest	Balancing test
Promote greater financial stability by supporting a full and accurate assessment of loans and loan applications	Your credit report will help lenders when it comes to making decisions about your loans and loan applications. In addition to your credit report, ICB may analyse anonymous aggregated personal data to create score models which lenders may use in connection with the assessment of credit, fraud or risk, to monitor and predict market trends, to refine lending and fraud strategies, and for analysis such as loss forecasting.
Aid in the avoidance of over-indebtedness	Responsible lending means that lenders only sell products that are affordable and suitable for the borrowers' circumstances. ICB help ensure this by sharing personal data on potential borrowers and their financial history.
Assist in lowering the cost of credit	By providing financial institutions with a 'snap-shot' of your credit history, better, more consistent decisions on advancing credit can be made. This has the net effect of reducing credit losses across the entire industry, and therefore, in the long term reducing the cost of credit for everyone.
Complying with and supporting compliance with legal and regulatory requirements	ICB's services help lenders to comply with their legal and regulatory obligations. Many kinds of financial services are regulated by the Central Bank of Ireland (CBI), who impose obligations to check that financial products are suitable for the people they are being sold to. For example, in the case of mortgage forbearance, lenders must ensure that any mortgage arrears solutions are sustainable. The first step in this process is to confirm the current balances outstanding on all credit agreements, through a credit check, to assist in the calculation of what is affordable monthly.
Enable more consistent, faster decision making in the provision of credit	With advances in technology, expectations on the speed of decision making have increased leading to more automated decision making. With fast enquiry responses, ICB supplies a credit report which includes details of all registered loans from any ICB members and assists in more consistent decision making.
Assisting in fraud prevention	ICB can help with preventing identity theft or fraud so their members can meet their legal and regulatory obligations, and to the benefit of individuals to support identity verification and support of detection/prevention of fraud where loans are taken out with the intention of never repaying them.

When we process your personal information for our and our members' **legitimate interests**, we make sure to consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. Our legitimate business interests do not automatically override your interests - we will not use your personal data for activities where our interests are overridden by the impact on you.

ICB has considered whether there are other less intrusive means to reach the purposes identified above while still serving the legitimate interests identified.

ICB's use of this personal data is subject to an extensive framework of safeguards that help make sure that people's rights are protected. These include the information given to you on how your personal data will be used, how you can exercise your rights to obtain a copy of your personal data, it corrected

or restricted, object to it being processed, and complain if you are dissatisfied. These safeguards help sustain a fair and appropriate balance so that ICBs activities do not override your interests, fundamental rights and freedoms.

10. Security of your personal data

We take appropriate security measures against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data.

We have put in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction. Personal data will only be transferred to a data processor if they agree to comply with those procedures and policies, or if they put in place adequate measures themselves. In addition, we have appropriate written agreements in place with all of our data processors.

We maintain data security by protecting the confidentiality, integrity and availability of the personal data, defined as follows:

- A. Confidentiality means that only people who are authorised to use the data can access it.
- B. Integrity means that personal data should be accurate and suitable for the purpose for which it is processed.
- C. Availability means that authorised users should be able to access the data if they need it for authorised purposes.

We follow strict security procedures in the storage and disclosure of your personal data, and to protect it against accidental loss, destruction or damage. ICB is ISO27001:2013 certified, which exemplifies our commitment to information security.

11. Does ICB make decisions about lending to me?

ICB is not a lender and does not make any decisions about lending to you. We provide data to our members to enable them to make responsible lending decisions. A member's own data, knowledge, processes and practices will also generally play a significant role in their lending decisions.

A credit report on the credit applicant, generated from the data held by ICB, is just one of the things that a lender might consider when they make a lending decision. The same data from ICB may lead to different decisions from different lenders, as they have different lending criteria and varying risk appetites. Therefore, one lender may say 'no' but another may say 'yes'. Just because you have a good credit record does not mean that you are entitled to credit as you may already be at your credit limit. Also, just because you have a bad credit record does not automatically mean you will not get credit as some members may be willing to take you on.

12. What about a Credit Bureau Score?

When you apply for a loan, a lender may request a copy of your credit report from ICB along with the Credit Bureau Score ("CBS"). Please note, not all lenders subscribe to this service. The CBS is added to other pieces of information used by lenders to make a loan decision.

A CBS is based on the contents of your Credit Report at a point in time. The scoring engineers have developed the score and refined it over many years to determine the best predictors of the

individual's future ability to repay. These details may include values such as number of previous late payments, accounts and previous applications for credit in the preceding 12 months, etc.

Please note that your CBS will likely change as the credit agreement changes over time, and therefore different CBS scores may be sent to lenders at different times.

13. How do I find out what information you hold and how do I request a copy of my data?

You have a right to find out whether we hold personal information about you, and, if so, what that information is and why we are holding and are processing it. You also have the right to receive a copy of that personal information, this is the Credit Report.

In compliance with GDPR, ICB have appointed a Data Protection Officer (“DPO”) who runs our Data Protection Team (“DPT”). The DPO's role is to monitor compliance with our data protection obligations and with this policy and our related policies. As ICB receive so many requests for Credit Reports, the dedicated DPT's role is to comply with these requests and issue the Credit Reports.

To receive a copy of your information, please go to www.icb.ie and select Your Credit Report and complete an application form. We will provide you with your data within one month. This period of time may be extended by two further months where necessary, taking into account the complexity and number of the requests. This service will be free under GDPR from 25th May, however, if there are excessive, repeat, vexatious requests then ICB may impose an administration fee.

14. Who should you contact with other data protection queries?

If you have any questions about our data protection compliance, and your rights detailed in sections 15 to 19 below, please contact the DPO.

Telephone	+353 1 2600388
Email	dpo@icb.ie
Post	Irish Credit Bureau D.A.C, ICB House, Newstead, Clonskeagh, Dublin 14, D14 PX09

15. What can I do if my Personal Data is wrong? (Right to rectification)

You have a right to request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information corrected.

Your personal data is collected by ICB members and members have a responsibility to ensure that data is accurate. When ICB receives personal data from our members, we perform validation checks on the data, and if any data is deemed to be insufficient i.e. a single initial rather than a full first name, it is rejected and returned to the member for correction. If you change your name, or address then members must make those changes to their data and send these updates to ICB. Members should be keeping your data accurate and up-to-date in compliance with GDPR. However, mistakes can and do happen. If you think your personal data is wrong, inaccurate or incomplete, you have the right to challenge it.

If you find a mistake in your report, ask your lender to correct these details. Most lenders will act to correct any mistake and amend your credit report immediately. However, if you experience problems or delays, or if your lender fails to put things right for you, you can consider making a formal complaint and referring the matter to the [Office of the Data Protection Commissioner](#) whose details are set out below. You can also contact our DPO if you believe that your data has not been corrected and the DPT will liaise with our members with regard to the collection of your personal data.

If the data in the ICB database turns out to be inaccurate, the registering member will be required to update the relevant personal data accordingly. If after completing checks, the data is correct, ICB will continue to hold and keep it. You can ask us to add a note to your file indicating that you disagree or providing an explanation of the circumstances (personal declaration).

16. Right to object to processing and right to deletion

This section helps you understand how to use your data protection rights to object to your personal data being used and how to ask for it to be deleted. To understand these rights and how they apply to the processing of ICB data, it's important to know that ICB holds and processes personal data under the Legitimate Interests ground for processing (see [What entitles ICB to process my Personal Data?](#)) and do not rely on consent for this processing.

You have the right to lodge an objection about the processing of your personal data to ICB. If you want to do this, you should contact the DPO (whose contact details are set out above). Whilst you have complete freedom to contact ICB with your objection at any time, you should know that under the GDPR, your right to object does not automatically lead to a requirement for processing to stop, or for personal data to be deleted. Where we, as data controller, can demonstrate compelling, legitimate grounds for processing which override your interests, rights and freedoms, or for the establishment, exercise or defence of legal claims, we will be entitled to continue to process your personal data.

Please note that, because of the importance of the availability of credit reports to the smooth operation of Ireland's economy, and the important purposes for which the personal data is needed, (i.e. supporting responsible lending, preventing over indebtedness and fraud) it will be very rare that ICB does not have compelling, overriding grounds to carry on using the personal data following an objection. In many cases, it will not be appropriate for ICB to restrict or to stop processing or delete personal data, e.g., where the result would be to hide a poor credit history.

17. Can I restrict what ICB does with my personal data?

In some circumstances, you can ask ICB to restrict how your personal data is used. This is not an absolute right, and your personal data may still be processed where certain grounds exist. ICB will consider and respond to requests they receive, including assessing the applicability of these exemptions.

Please note that given the importance of complete and accurate credit records, for purposes including responsible lending, it will usually be appropriate to continue processing credit report data - in particular, to protect the rights of another natural or legal person, or because it's an important public interest of the union or member state.

18. Data portability right

This is not a right that will apply to the ICB data as this data is processed on the grounds of legitimate interests. See [What entitles ICB to process my Personal Data?](#) above.

19. Right to complain

Our address is ICB House, Newstead, Clonskeagh, Dublin 14, D14 PX09 www.icb.ie. If you are unhappy with how ICB has investigated and dealt with your complaint, you have the right to refer it to the Financial Services and Pensions Ombudsman (Ombudsman). You can contact them as follows:

1. Go to their website <https://www.fspo.ie/>
2. Phone on +353 1 567 7000
3. Email on info@fspo.ie
4. Address: Financial Services and Pensions Ombudsman, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2, D02 VH29

You can also contact the Office of the Data Protection Commissioner (or ODPC) who under GDPR will be the Lead Supervisory Authority as follows:

1. Go to their website www.dataprotection.ie
2. Phone on +353 (0)57 8684800 or +353 (0)761 104 800
3. Email info@dataprotection.ie
4. Address: Data Protection Office, Canal House, Station Road, Portarlinton, Co. Laois, R32 AP23. Or 21 Fitzwilliam Square, Dublin 2, D02 RD28, Ireland

Other helpful sites:

Financial Regulation www.centralbank.ie	Money Advice and Budgeting Service www.mabs.ie	Government Information Website www.citizensinformation.ie
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20. Changes to the Fair Processing Notice

Our Fair Processing Notice may change from time to time and any changes to the statement will be posted in this document.