



Tyl By NatWest Rewards and Offers Privacy Notice

V1. May 2022

Welcome to the Tyl By NatWest Rewards and Offers Privacy Notice. Your right to privacy and online security is important to us. This Privacy Statement describes how Tyl By NatWest and authorised third parties will use the personal and financial information that you provide in the Tyl Rewards and Offers App (The “App”) or which is available through your existing relationship with the bank, if you have one, in order to enable the use of the App. If you are a customer of NatWest Group already, please also read the NatWest Privacy Notice here [Our privacy policy | NatWest](#).

1 Who we are?

This privacy notice (the “Privacy Notice”) applies to all personal information processing activities carried out by Tyl By NatWest, a trading name for National Westminster Bank plc, in relation to the App.

“Personal information” means information about a living individual who can be identified from that information (either by itself or when it is combined with other information).

Tyl By NatWest is a data controller in respect of personal information that we process in relation with the App. In this notice, references to “we”, “us” or “our” are references to Tyl.

Our principal address is 250 Bishopsgate, London EC2M 4AA and our contact details can be located at [Homepage | Tyl by NatWest](#)

We are a member of NatWest Group plc. More information about the NatWest group can be found at [NatWest Online – Bank Accounts, Mortgages, Loans and Savings](#) by clicking on ‘Who We Are’.

2 The purpose of processing

Within the App, we will collect, share and use your data for the purpose of providing you with Rewards and Offers from our Merchants who use our payment services.

We will rely on your consent for the processing of your personal information for our App. If you wish to withdraw your consent then you can do so in the App.

3 The personal information we collect in the App (“Your information”)

We will collect and process the following personal information:

- Your first and second names
- Your email address
- Your year of birth
- Your gender if you wish to share
- Your credit, debit card or payment details from your phone which you choose to use in the App

When you register to use the App, we will use the email address you provide to allow us to verify you have entered your email address correctly and that you have access to the email account.



The App does not collect any personal information from your phone, such as phone number or location details.

4 How we share and collect data with third parties to run specific features on the App

One of our Partners has created and operates the App for us. They use the personal information you enter into the App and the data generated by your use of the App to match Rewards and Offers to the preferences you choose within the App.

Where the App is able to identify the payment card you enter into the App is a Natwest card and you provide your consent in the App to do so, our Partner will use your transaction data associated from that card to improve the matching to available Offers, based on your past purchases.

The App collects information relating to where you choose to select, earn and redeem Rewards and information relating to which categories of Offers you may be interested in.

5 Sharing with other third parties

We will not share your information with anyone outside NatWest Group except our partner who has created and operates the App and:

- a) where we have your permission
- b) where required to provide you with the service
- c) where we are required by law and by law enforcement agencies, judicial bodies, government entities, tax authorities or regulatory bodies around the world
- d) with third-party companies that provide you with services associated with your use of the App

NatWest Group or our Partners will not share the personal information you enter into the App with third parties for their own marketing purposes.

6 Your rights

We want to make sure you are aware of your rights in relation to the personal information we process about you.

Your Rights	Rights Description
Access – You have a right to get access to the personal information we hold about you	For more information on how to get access to your information please visit our website at: How do I submit a Subject Access Request (SAR)? - NatWest Or write to: NatWest, Subject Access Requests, Manchester Mailroom, 1 Hardman Boulevard, Manchester M3 3AQ.
Rectification – You have a right to rectification of inaccurate personal information and to update incomplete personal information	You are able to review and edit the information you enter into the App at any time and rectify any errors.
Erasure – You have a right to request your personal information is deleted	You may delete the information in the App by deleting the App from your phone.
Restriction – You have a right to restrict the processing of your personal information	You can restrict us processing your information by deleting the App on your phone, which deletes your information the App holds and uses, or by restricting what personal data you enter into the App.
Portability – You have a right to data portability	You may request us to provide your information in the App directly to a third party, if technically feasible. We’re not responsible for any such third party’s use of your information, which will be governed by their agreement with you and any privacy statement they provide to you.

Objection – You have a right to object to the processing of your personal information	You have a right to object to us processing your information. Please note that if you object to us processing your information, we may have to suspend the operation of the App for you.
Marketing – You have a right to object to direct marketing	You have a right to object at any time to processing of your personal information for direct marketing purposes by changing the option in the App for marketing permissions.
Withdraw consent – You have a right to withdraw your consent	You have a right to withdraw your consent at any time. This can be for allowing the matching to your payment card associated with the App to your Natwest bank transaction data, direct marketing as above or use of the App in general.
Lodge complaints – You have a right to lodge a complaint with the regulator.	If you wish to raise a complaint on how we have handled your personal information, you can contact our Data Protection Officer who will investigate the matter. We hope that we can address any concerns you may have, but you can always contact the Information Commissioner’s Office (ICO). For more information, visit Home ICO

If you wish to exercise any of these rights, please contact us at DataSubject@tylbynatwest.com.

Please note that in some cases, if you do not agree to the way we process your information, it may not be possible for us to continue to provide the service to you.

7 Marketing Information

If you have permitted us to do so, then we will send you relevant marketing information (including details of other products or services provided by us or other NatWest Group companies which we believe may be of interest to you), by notification in the App and/or to your email.

8 How long we keep your information provided by you in the App and your use of the App

We keep the data you enter into and create by using the App for as long as you choose to use the App. Once you delete the App from your phone, all your personal information entered into the App and any personal information generated by your use of the App will be deleted.

9 If things are not as you expect

If you have concerns with our use of your information in the App, please contact us on the contact details above. You also have the right to get in touch with the Information Commissioner’s Office. More information about this can be found using this link here: <https://ico.org.uk/concerns/>.