

Customer Data Protection Notice – Frequently Asked Questions

1. What is the General Data Protection Regulation?

The General Data Protection Regulation (GDPR) is the governing legislation for collecting and processing personal data in the European Union (EU).

It applies to all EU member states from 25 May 2018. This includes the UK, while we are still a member of the EU.

The GDPR aims to:

- increase rights for individuals
- increase compliance obligations for companies
- increase sanctions against companies if they do not comply with GDPR, and
- harmonise data protection in the EU.

The Government has implemented the principles of GDPR into the Data Protection Act 2018 (DPA 2018), this will continue to apply even if we leave the EU.

2. What does this mean for me and my relationship with Sun Life?

The DPA 2018 gives you more rights over your data and how we can process it.

We have always taken your privacy seriously and already have a data protection framework. We have reviewed this framework, and the activities performed under it, and reinforced it to ensure we comply with the enhanced requirements of the DPA 2018.

The new Customer Data Protection Notice tells you more about your increased rights over your personal data.

3. What is a Data Protection Notice?

Our data protection notice gives you information about how we process your personal data. This information includes:

- the types of personal data we may collect
- how we use your personal data
- who we may share your personal data with
- how long we will store your personal data
- the rights you have over your personal data as our customer.

4. How are the individual rights I have as a customer of Sun Life changing?

You had the following rights under the Data Protection Act 1998:

- the right to be informed about how we process your data
- the right to see a copy of the personal data we hold about you
- the right to ask us to correct any errors in your personal data

- the right to ask us to delete your personal data
- the right to ask us to restrict or stop processing your data
- the right to object to how we process your data
- the right to withdraw your consent to your data being processed
- the right to complain to the Information Commissioner's Office

Under the DPA 2018, you have extra rights:

- we must give you more information about how we process your data in our Customer Data Protection Notice
- you can ask us to send you, or another organisation you have chosen, a copy of your data in a commonly used machine readable format
- if you object to us processing your data, we can only continue processing it if we can demonstrate that it is in our legitimate business interests and that our interests override yours, and your fundamental rights and freedoms
- if you ask to exercise any of your rights over your data, we must respond within one month and we will not charge you.

5. Who do I contact if I want to know more about GDPR or the Customer Data Protection Notice?

You can contact the SLF UK Data Protection Officer via email on UK.Data.Protection@sunlife.com

or by writing to:

The Data Protection Officer, Sun Life Assurance Company of Canada (U.K.) Limited, Matrix House, Basingstoke, Hampshire RG21 4DZ