

The Money Advice Service commitment to the General Data Protection Regulation (GDPR)

The new EU General Data Protection Regulation (GDPR) came into force on 25 May 2018. It introduced new responsibilities, including the need to demonstrate accountability and compliance. The Money Advice Service is committed to high standards of information security, privacy and transparency. We place a high priority on protecting and managing data in accordance with accepted standards. The organisation will comply with applicable GDPR regulations whilst also working closely with our customers, stakeholders and partners to meet contractual obligations.

The Money Advice Service processes personal data:

- where we have consent to do so
- where we need to for the purpose of our statutory functions (Public Task)

The Money Advice Service was set up as an independent body with responsibility for improving people's money management in April 2010. We were initially known as the Consumer Financial Education Body, the name used in the Financial Services Act 2010 which sets out our statutory objectives.

These are to:

- enhance the understanding and knowledge of members of the public of financial matters (including the UK financial system); and
- enhance the ability of members of the public to manage their own financial affairs.

Our statutory functions include, but are not limited to:

- promoting awareness of the benefits of financial planning;
- promoting awareness of the financial advantages and disadvantages in relation to the supply of particular kinds of goods or services;
- promoting awareness of the benefits and risks associated with different kinds of financial dealing, which includes informing the Financial Conduct Authority and other bodies of those benefits and risks;
- publishing educational materials or the carrying out of other educational activities; and
- providing information and advice to members of the public.

In April 2012 we took on additional responsibility for funding and improving the quality, consistency and availability of debt advice. Our statutory functions in relation to debt advice, as set out in the Financial Services Act 2012, are to:

- assist members of the public with the management of debt;
- work with other organisations which provide debt services, with a view to improving:
 - the availability to the public of those services;
 - the quality of the services provided; and
 - consistency in the services available, in the way in which they are provided and in the advice given.

In some instances, the organisation will collect special category data, which includes ethnicity, religion, health conditions, sexual orientation, trade union membership and political opinion. The reason for collecting is as follows:

- processing is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes

We do not require consent for this information, but the data subject has the right to object to this processing now or at any time in the future. You can read more about your rights on the Information Commissioner's Website [here](#). If you would like to exercise any of these rights or if you are unhappy with the processing of your personal data by the Money Advice Service, you should contact the Data Protection Officer in the first instance.

We will only use personal data provided for the purpose it was given. We regard the privacy of our users as very important and any personal information provided to us will be dealt with in accordance with our terms and conditions. This includes information you give us when using our telephone service, the Money Advice Line, face-to-face appointment service and website including the 'web-chat' facility. If you would like further details or have any Data Protection concerns please contact: Emma Wheeler, The Money Advice Service, 120 Holborn, London, EC1N 2TD. Email: dmg@moneyadvice.org.uk

More information about what we do, how we operate, our research and our opinions can be found in the Publications section of our website.