

# How we use your information

## Information we collect

In our interactions with you, as described in this Charter, the Bank of England ('we' or the 'Bank') collects personal data about you.

This includes your name, business contact information and, to the extent that you provide them, your opinions. The Bank may record, monitor and store our telephone calls with you for recordkeeping, dispute resolution and training purposes. This is described further on our website: <https://www.bankofengland.co.uk/legal/privacy>

## Why we need your personal data

It is important to the Bank's mission that we can gather information about developments in financial markets, including from organisations such as yours.

Our basis for processing this data is that it is necessary for the performance of a task carried out in the public interest or in the exercise of official authority of the Bank. To the extent to which you provide us with any special categories of personal data (such as details of your political views), our basis for processing this data is that it is necessary for reasons of substantial public interest.

## What we do with your personal data

Information you provide is treated confidentially. It is used as relevant to the Bank's policy, analytical, operational and supervisory work in support of the Bank's overall mission to promote the good of the people of the United Kingdom by maintaining monetary and financial stability.

We will keep your personal data in accordance with the Bank's Records Classification Scheme. You can request that we no longer use your personal data, by writing to us as described below.

## Your rights

You have a number of rights under data protection laws. For example, you have the right to ask us for a copy of the personal data the Bank holds about you. This is known as a 'Subject Access Request'. You can ask us to change how we process or deal with your personal data, and you may also have the right in some circumstances to have your personal data amended or deleted.

To contact us about those rights, including making a request for the personal data we hold about you, to make a complaint or to find out more about privacy and data protection at the Bank, please see our website at <http://www.bankofengland.co.uk/privacy>, email us at [data-protection@bankofengland.co.uk](mailto:data-protection@bankofengland.co.uk) or you can write to us at:

Privacy  
Bank of England,  
Threadneedle Street, London, EC2R 8AH.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO).

## More information

The Bank's Data Protection Officer can be contacted via the details above and you can also find out more about how the Bank deals with your personal data via the 'Privacy' link at the bottom of our website ([www.bankofengland.co.uk](http://www.bankofengland.co.uk))