

Your Tyl by NatWest Tap to Pay Privacy Notice



NatWest

TOMORROW BEGINS TODAY

Tyl by NatWest Tap to Pay Privacy Notice June 2023

Welcome to the Tyl by NatWest Tap to Pay 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 by NatWest Tap to Pay App (The “App”), which is made available by Tyl by NatWest, in order to enable the use of the App and provide the Service; or
- when using the Tap to Pay service to take payment (the "Service"); or
- when using the self-service management portal or seeking support in relation to the App or otherwise in relation to the App.

Please also read the NatWest Privacy Notice here [Our privacy policy | NatWest](#) for information how we collect and use your personal data for other products and services you may have

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 and the Service.

“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 and the Service. 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 [Who we are | NatWest Group](#)

The purpose of processing

Within the App, we will collect, share and use your data for the purpose of providing you with the ability to provide the Service to your customers and generally use the App.

The lawful basis that we will rely on when processing your personal information both within the App and for the purpose of providing the Service is for the performance of the contract that we hold with you. You have the right to object to us processing your personal data, however we may no longer be able to provide the Service to you. You can see all of your rights in further detail below.

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 outlet address
- Your username and password (applicable for users of the App only)
- Your approximate physical location of the phone you install the App on, which is required to meet the various card scheme requirements and not used for any other purpose.

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.

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

The Service is powered by one of our service partners, who also created and operates the App for us ("Partner(s)"). They use the personal information you enter into the App to provide the Service and, where applicable, to also onboard you onto the App.

The personal data that is processed through the Service is limited to card transactions.

Sharing with other third parties

We will not share your information with anyone outside NatWest Group except our Partner who powers the Service and who created and operates the App.

We will only ever share your information with another third-party:

- a) where we have your permission
- b) where required to provide 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) where we are required to share with third-party companies that support your use of the App

NatWest Group or our Partners will not share the personal information you enter into the App, or that they collect as part of the Service, with third parties for their own marketing purposes.

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: Subject Access Request Team, NatWest Group, 1 Spinningfields Square, Manchester, M3 3AP.
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	The App does not collect any personal data for the purposes of marketing.
Withdraw consent – You have a right to withdraw your consent	Where we rely on consent for processing you can withdraw your consent at any time.
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 use the App to provide the Service.

Marketing Information

If you have permitted us to do so, then we will send you relevant marketing information relating to other Tyl By NatWest to your email.

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

We keep the data you enter into the App for as long as you choose to use the App for the provision of the Service. Once you delete the App from your phone, all your personal information entered into the App will be deleted.

If things are not as you expect

If you have concerns with our use of your information in the App or via the Service, 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/>.