

**WELCOME TO THE TRANSPORT FRIENDLY SOCIETY
(TFS) INDIVIDUAL SAVINGS ACCOUNT (ISA)
TERMS AND CONDITIONS**

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1 GENERAL INFORMATION

1.1 Who is Transport Friendly Society (TFS)?

TFS is a mutual organisation which means any profits are for the benefit of members because we do not have any shareholders. TFS started in 1885 and has been providing peace of mind to its members ever since, introducing new plans over the years and aiming to respond to their changing needs.

In 2019, the TFS had nearly 23,000 members across the whole transport sector, over 46,000 Child Trust Fund accounts and assets worth in excess of £76 million under management*.

**value as at 31 December 2019.*

1.2 Regulation

The Transport Friendly Society (TFS) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered and incorporated under the Friendly Societies Act 1992, register number 434F.

1.3 Membership of TFS

When You take out an Individual Savings Account (ISA) with TFS You become a member of the Society and are subject to its Memorandum and Rules, a copy of which is available on request.

Registered office: Transport Friendly Society Limited
3rd Floor Derbyshire House
St Chad's Street
London
WC1H 8AG

1.4 Advice

TFS does not give advice about its products but is happy to answer any factual questions You may have so that You can make an informed decision. If You are unsure as to the suitability of a financial product You should contact an independent financial adviser. Applicants should carefully consider whether the TFS's ISA product suits their needs and should regularly review their ISA's documents to ensure the product remains suitable for their needs.

1.5 Your right to cancel

We offer a cancellation period of 14 days which starts from the date You receive Your ISA Documents and Cancellation Form. You need only to sign and return the Cancellation Form if You decide to cancel Your investment. Upon receipt of Your Cancellation Form, We will cancel and refund You Your investment in the TFS ISA **SUBJECT** to a deduction of the amount (if any) by which the value of Your investment has fallen at the time when Your Cancellation Form is received by the TFS as explained in the Cancellation Form.

If You cancel within the 14 day cancellation period Your cancelled subscription does not count as a subscription to an ISA and You can subscribe to another ISA of the same type in the same tax year.

If You cancel outside the 14 day cancellation period Your cancelled subscription counts as a subscription to an ISA in the same tax year. You can transfer the value of your ISA to another ISA account with a different provider or cash out.

If You cancel Your ISA, it is Your responsibility to inform Your bank/building society to stop deducting payments from Your bank/building society account and paying them into Your ISA.

1.6 Discontinuity in payments

Under current HMRC ISA regulations, if You do not subscribe to Your ISA for a whole tax year or longer, you will be required to complete an application to recommence subscriptions.

1.7 Governing Law

This agreement shall be governed by and construed in accordance with English law and shall be subject to the jurisdiction of the English Courts.

1.8 Parties to this Agreement

A person who is not a party to this agreement shall not have any rights under or in connection with this ISA.

1.9 Title

Your ISA is invested in a unit linked whole life assurance policy with Transport Friendly Society Limited. You have no rights over any of the investments of the Society.

1.10 Taxation

We will make all necessary claims for tax relief relating to the Account.

The tax situation may change in the future.

1.11 Statements

We will send you a statement before the end of each tax year, showing the value of the Account and details of all transactions in the Account since the previous statement. The statements will not include a measure of performance.

1.12 Benefits

Death – on the death of the Account Holder the Account will pay 101% of the value of units using the unit price at the date of death.

1.13 Complaints procedure

If You wish to complain about any aspect of the service You receive from the TFS please contact us at the address above. If the complaint is not dealt with to Your satisfaction You can refer Your complaint to the:

Financial Ombudsman Service
Exchange Tower, Harbour Exchange
London E14 9SR
(Telephone 0800 023 4567).

Complaining to the Ombudsman will not affect Your legal rights.

1.14 Compensation

If the TFS is unable to meet its liabilities, compensation may be payable by the Financial Services Compensation Scheme. Further information on the scheme is available from the Financial Services Compensation Scheme on 020 7892 7300 or at: www.fscs.org.uk

1.15 Changes to this ISA

We will periodically review the TFS ISA product and if we decide to make any changes to the terms and conditions, we will endeavour to give You not less than 30 days' notice by email or in writing to the last correspondence address we have for You. It is therefore essential that You inform us of any change of correspondence email or address as we cannot be responsible for our communications not reaching You. If we are ever required to change the ISA on less notice due to, for example, a change in any relevant regulation or legislation, we will advise You at the earliest opportunity.

If we notify You that we have varied Your ISA and we do not hear from You, we will assume that Your continued payments into Your ISA is Your consent to the variation. However, if You let us know in writing that You do not consent to the variation, Your ISA will be cancelled within 14 days' notice of Your request.

We also reserve the right to completely withdraw the ISA if we deem it necessary to do so and in such circumstances, we would provide You with not less than 30 days' notice in writing to the last correspondence email or postal address that we have for You.

RISK WARNING

IT IS IMPORTANT TO REMEMBER THAT THE VALUE OF YOUR INVESTEMENT AND ANY INCOME FROM IT MAY FALL AS WELL AS RISE AND IS NOT GUARANTEED SO YOU MAY GET BACK LESS THAN WHAT YOU INVEST.

2 GENERAL TERMS AND CONDITIONS

Please read these Terms and Conditions, as they explain the contract between You and the Transport Friendly Society (TFS) and how Your Individual Savings Account (ISA) will be managed. Please ensure You read this document carefully, as it contains information You need to know and keep it in a safe place for future reference.

These Terms and Conditions come into force when Your Application Form is accepted by us, and Your first contribution to your policy is made. On acceptance, each new ISA will be designated by us as a Stocks and Shares ISA. You can only subscribe to one Stocks and Shares ISA per year. The ISA Agreement document is issued to You by the TFS. The TFS reserves the right to amend or vary these Terms and Conditions, if we have a valid reason to do so and will inform You in writing if we make any changes.

You will also receive a Key Information Document which gives You the key information required by law to help You understand the nature, risks, costs, potential gains and losses of this ISA and to help You compare it to other products.

We have made every effort to write these Terms and Conditions in plain English however, if You have any questions please call our membership team on 020 7833 2616 or visit www.tfs.uk.com

In this document, where we say 'You' or 'Your' then this means the Member of the Transport Friendly Society who owns this ISA. Where we say either 'We', 'Us', 'Our', 'TFS' or the 'Society' then this refers to Transport Friendly Society.

TFS Stocks and Shares ISA

A stocks and shares ISA is a tax-efficient way of saving. In the 2020-2021 tax year, it is possible to pay up to £20,000 into a stocks and shares ISA. You can decide how Your money is invested and You will not have to pay UK Income Tax or Capital Gains Tax on Your ISA savings.

The aim of the fund is to give You a fair return on Your investment.

What is the TFS ISA fund?

The TFS ISA is a unit linked product which invests in one or more of the Society's unit-linked ISA funds. This simply means we use units and unit prices to measure Your ISA's value at any one time.

What does the fund invest in?

The ISA invests in a unit linked life insurance policy provided by Transport Friendly Society Limited. This unit linked life insurance policy is a whole of life recurring single premium policy with benefits defined in these terms and conditions.

The TFS has different unit linked ISA funds. You can choose to allocate your policy to a mixture of funds and to switch at no cost between fund holdings. The application form will allow you to select the proportion of the investment you wish to go to which fund with your contributions.

How is the fund managed?

The ISA fund is managed by Transport Friendly Society Limited. Initially, the policy will be linked to units that invest in a Legal and General Investment Management unit trust. Transport Friendly Society can change the unit trust and the fund manager in its absolute discretion to ensure your ISA performs in line with your expectations. Legal and General Investment Management are one of the UK's leading financial services groups and a major global investor with over £1 trillion in total assets under management worldwide at 31 December 2018.

How is the Price of Units calculated?

Pricing mechanics

Money received will be invested on the valuation date following the receipt and no interest will be paid on cash held pending investment. The Society operates a NEXT quoted unit price for all transactions, which means the price of units purchased following any deposit into Your ISA will be set at the next pricing date. Next quoted unit price is also used for any withdrawals or surrenders of the policy.

IS THE TFS ISA RIGHT FOR YOU?

TFS believes this product meets the demands and needs of an individual who does not already have an ISA with another provider and wants to make tax-free payments on a regular or one off basis into an individual savings account for the medium to long term with the peace of mind to take money out when needed.

PLEASE NOTE: NO ADVICE HAS BEEN PROVIDED TO YOU BY TFS AND IF YOU ARE IN ANY DOUBT AS TO WHETHER THIS ISA IS SUITABLE FOR YOU, WE RECOMMEND YOU SEEK INDEPENDENT FINANCIAL ADVICE, THE COST OF WHICH WILL BE YOUR RESPONSIBILITY.

3 ELIGIBILITY AND APPLYING

An application to open an ISA must be made in writing on an Application Form. You can apply for the TFS ISA by returning a completed application form to us which You can download from www.tfs.uk.com/ISA. Alternatively, You can contact us on savings@tfs.uk.com or call us on 020 7833 2616 and we will post one to You.

A transfer to the TFS from another ISA provider would be accepted subject to it being eligible and has a maximum transfer value of £500,000.

WARNING: If You have an existing ISA and wish to transfer it to Us do not close it as You will lose the tax benefits. Contact Us and We will send You a transfer form to complete and return to Us and then We will send it to Your current ISA provider to transfer Your ISA to Us to ensure Your tax exemption is not lost.

You must meet the following conditions in order to apply for the TFS ISA:

3.1 You must be aged 18 or over.

3.2 If have subscribed to another ISA of the same type in the current tax year and You wish to transfer it to our Investment ISA, you must open a TFS ISA. You can only invest in one ISA in the same tax year.

[If You wish to transfer Your ISA to Us, (You can complete the ISA Transfer Form on www.tfs.uk.com/ISA or) contact us and we will send You a transfer form to complete and return to us and then we will send it to Your current ISA provider to transfer Your ISA to us and to ensure Your tax exemption is not lost.]

3.3 You must not have exceeded the overall subscription limit to a cash ISA and a stocks and shares ISA in the current tax year.

3.4 You must be a UK resident for tax purposes.

[You will be 'resident' if You have spent a minimum of 183 days in the UK in each of the last 3 calendar years immediately prior to the date of signing the application.]

Stocks and Shares ISA – Funds Information Guides are available on www.tfs.uk.com.

3.5 You must inform us if You no longer meet the UK residence qualification. The UK does not include the Channel Islands or the Isle of Man.

3.6 We reserve the right to reject any application.

Notices and Instructions

- a)** Notices and instructions to Us should be in writing and signed by You.
- b)** You must inform Us promptly if You change Your home address.
- c)** We are entitled to treat as valid instructions given by You, or on Your behalf, even if that is not the case because of the wrongdoing of another person.

4 AMOUNT OF INVESTMENT

The Government sets the annual ISA tax-free limits and these are subject to change. You can find the ISA limits on the Her Majesty's Revenue and Customs (HMRC) website or alternatively You can visit our website www.tfs.uk.com or call us on 020 7833 2616 and we will let You know. The limits are for each tax year which starts on the 6th April and ends on 5th April the following year.

If we receive a payment which takes the Account over this limit within 14 calendar days of the end of the tax year, we will not invest the payment or the part of that payment that exceeds the limit. Instead, it will be held and invested as soon as the new tax year starts. At any other time, we will reject any payment or part of that payment that exceeds the limit and return it.

Your TFS ISA is flexible - Once the ISA has been set up, You can change or suspend the amount of any regular payment into Your ISA, subject to the rules below.

4.1 You can invest regular monthly amounts and/or a lump-sum into Your ISA.

4.2 The minimum monthly payment is £30 a month, which can be increased at any time. Monthly payments can also be reduced as long as the payment is not below £30 a month.

4.3 The minimum initial lump-sum payment into Your ISA is £500. Additional lump-sum payments of at least £30 can be made at any time.

4.4 Regular monthly payments must be made by Direct Debit. We will use the first available date, after giving You the required 10 working days' notice, to collect Your regular direct debit payment. If You prefer a different date in the month please write this on Your application form.

Strict rules govern Direct Debits and payments are subject to the Direct Debit Guarantee. This means we will give You 10 working days written notice of any changes to Your Direct Debit and in the event of any error You are entitled to a full refund.

4.5 Lump-sum payments can be made by cheque, credit or debit card or by bank transfer.

4.6 Payments into your ISA can only be made from any source of funds held in the United Kingdom.

You should inform us in writing if you wish to increase or decrease your monthly contribution, or to stop saving (either temporarily or completely). If your instructions are received at least 10 working days before the next collection date, we will normally give effect from that date.

Unit Prices

- a) The price of units in the Funds is calculated on the valuation date and can be obtained by telephoning the TFS on 020 7833 2616.
- b) We will buy or sell units for You using the NEXT price valuation following receipt of a contribution. Units are single priced i.e. the price at which units are bought or sold is the same.
- c) The number of units allocated to Your ISA will be calculated by dividing the contribution by the appropriate unit price.
- d) The price of units at any time reflects the fund's annual management charge of 1.5% per annum.

Direct Debit Guarantee

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

- If there are any changes to the amount, date or frequency of Your Direct Debit we will notify You 10 working days in advance of Your bank or building society Account being debited or as otherwise agreed. If You request us to collect a payment, confirmation of the amount and date will be given to You at the time of the request.
- If an error is made in the payment of Your Direct Debit by us or Your bank or building society, You are entitled to a full and immediate refund of the amount paid from Your bank or building society.
- If You receive a refund You are not entitled to, You must pay it back when we ask You to.
- You can cancel a Direct Debit at any time by simply contacting Your bank or building society. Written confirmation may be required. Please also notify us.

5 CHARGES and the FUNDS

5.1 We will charge You an annual fee of 1.5% of the funds under management. The charges will be levied within the Funds and will be deducted from the unit prices. The charges cover the cost of:

- setting up and administrating Your ISA
- the investment managers' fees and
- a contribution towards the Society's overheads.

5.2 There is no withdrawal charge.

5.3 We will send You an annual statement detailing any payments in, withdrawals made and any charges deducted by the Society outside of those charged within the determination of the unit price.

5.4 The Transport Friendly Society Limited unit linked Funds are assets held within the Society for the purpose of determining the benefits of the policies linked to those Funds. The assets are owned by the Society and policyholders do not have a right to the ownership of those assets. Policyholders have a right to the benefits of the policy as outlined in these terms and conditions.

6 WITHDRAWALS

You may make a withdrawal from Your ISA at any time. All withdrawal requests must be in writing and all withdrawn money will be transferred by us to the account You nominated on Your ISA application form. If You want the payment to be made to a different bank account we will need a written request and evidence that the bank account is in Your name.

6.1 The minimum withdrawal is £100.

6.2 There is no limit on the number of withdrawals You can make in each financial year.

6.2 If Your withdrawal takes the balance of Your ISA below the minimum of £30, You will need to close the ISA account.

7 CLOSURES

By Us

- 7.1 We will close Your ISA if we receive direct instructions to do so from HMRC.
- 7.2 We will close Your account if You fail to meet all the ISA regulations and Your ISA then becomes void. We will write to You to explain why this decision has been taken and what Your options are.
- 7.3 If in the future, we decide to stop administering ISAs we will write to You, giving You three months' notice for You to transfer Your ISA to another ISA manager.
- 7.4 If Your withdrawal takes the balance of Your ISA below the minimum of £30, You will need to close the ISA account.
- 7.5 We will terminate Your Membership of TFS if we believe:
- You have breached the TFS' Memorandum and Rules
 - Your continued membership is not in the interest of the TFS' members generally
 - You have deliberately provided false or misleading information, or failed to reveal material information we should know about
 - You have threatened or abused any member of TFS' staff
 - You have made or attempted to make a financial transaction that is fraudulent in whole or in part or that we believe to be deliberately false, misleading or exaggerated

In the event of the TFS terminating Your Membership we will write to You with our reason(s) for terminating Your ISA and Your Membership of TFS.

If we terminate Your Membership for one or more of the reasons given above, You will not be able to apply for this or any other of the Society's products either in Your own name or as a Partner or Insured by a TFS Plan of any other member.

If we terminate Your Membership and close Your ISA, we will sell the ISA's investments and pay You the proceeds together with any cash balance held in the ISA. We may deduct any charges or other amounts due to us. Should this withdrawal result in any tax becoming payable, it will be for You to account for such tax to HM Revenue and Customs.

7.6 Your ISA will terminate if You die and all proceeds will be distributed in accordance with Your wishes as set out in Your Nomination Form.

By You

- 7.7 You can close Your account at any time.
- 7.8 You can transfer to another ISA provider at any time, but You will need to contact the new provider to arrange this for You.

8 YOUR RIGHT TO CANCEL YOUR ISA

8.1 We offer a cancellation period of 14 days which starts from the date You receive Your ISA Documents and Cancellation Form. You need only to sign and return the Cancellation Form if You decide to cancel Your investment. Upon receipt of Your Cancellation Form, We will cancel and refund You Your investment in the TFS ISA **SUBJECT** to a deduction of the amount (if any) by which the value of Your investment has fallen at the time when Your Cancellation Form is received by the TFS as explained in the Cancellation Form.

If You cancel within the 14 day cancellation period Your cancelled subscription does not count as a subscription to an ISA and You can subscribe to another ISA of the same type in the same tax year.

If You cancel outside the 14 day cancellation period Your cancelled subscription counts as a subscription to an ISA in the same tax year. You can transfer the value of your ISA to another ISA account with a different provider or cash out.

8.2 If You cancel Your ISA, it is Your responsibility to inform Your bank or building society to stop deducting payments from Your bank or building society account and paying them into Your ISA.

8.3 If You arranged Your ISA through a financial adviser any fees You paid to the financial adviser will not be refunded by TFS.

9 FRAUD

9.1 Fraud is a criminal activity that can result in a fine or a prison sentence. We would consider someone to be committing fraud by making or attempting any financial transaction, or a statement in support of a transaction or sending us a document in support of a transaction which is, in whole or in part, false or misleading or exaggerated in any way with the intention of deceiving us into paying them more than they are entitled to.

9.2 If we reasonably believe that a transaction is false or fraudulent, even if we have not proved that You have acted dishonestly, we will not make any payment to You. We may terminate Your ISA and all Your benefits will stop immediately. We will charge You any other costs that we have incurred before refunding any outstanding funds and may take legal action to recover any costs that we reasonably incur as a result of the fraud, plus interest and legal costs.

9.3 We take fraud prevention very seriously. We always pass details of suspected fraudulent transactions to the Police or Crown Prosecution Service for them to investigate and prosecute through the criminal courts. Anyone convicted of fraud may have to declare it when they apply for any type of financial product in the future.

9.4 How do we check financial transactions and prevent fraud?

We check all financial transactions. We may need to ask You for further proof before we can process any payment into or out of Your ISA. You must provide this at Your own expense. While we are waiting for such information We will not process any payment into or out of Your ISA. We do these routine checks to make sure that We are processing payments into and out of our ISA products correctly; it does not mean that We think You are being dishonest.

9.5 It is Your responsibility to make sure that all the information that You give us relating to a financial transaction is truthful and complete.

9.6 You must always act honestly. For example You, or anyone acting on Your behalf, must not:

- Alter or forge any document relating to a financial transaction
- Send us any evidence relating to a financial transaction that You know is misleading or untrue
- Give dishonest answers to our questions
- Refuse to give us any information that We need to avoid investigation

10 OUR SERVICE COMMITMENT

10.1 We believe You deserve to be treated in a courteous, fair and prompt manner and our aim is to provide an excellent service to all our members.

10.2 If You have a complaint, feel You have been treated unfairly or are not satisfied with any aspect of the Society, its products or services please contact us. Complaints are taken very seriously and are closely monitored by the Board of Management. The Board of Management has appointed the Society's Compliance Officer as the person responsible for Complaints.

The Transport Friendly Society Limited can be contacted as follows:

In writing:

Transport Friendly Society Limited
3rd Floor Derbyshire House
St Chad's Street
London WC1H 8AG
Telephone: 020 7833 2616
Email: savings@tfs.uk.com

10.3 If, after having received our Final Response, You are still unhappy or if We have been unable to complete our investigation within 8 weeks, You may refer Your complaint (within 6 months of the date of our final response) to the Financial Ombudsman Service. The Financial Ombudsman Service can be contacted as follows:

In writing:

Financial Ombudsman Service
Exchange Tower
Harbour Exchange
London E14 9SR
Telephone: 0800 023 4567 or 0300 123 9123
Email: complaint.info@financial-ombudsman.org.uk
Online: www.financial-ombudsman.org.uk

10.4 The Financial Ombudsman Service may not be able to consider a complaint if You have not provided us with the opportunity to resolve it first. Following this complaint procedure does not affect Your rights to take legal action.

11 YOUR DATA and the TFS PRIVACY NOTICE

11.1 Transport Friendly Society Limited understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our members, outsource service providers and suppliers and will only collect and use personal data in a way that is consistent with our obligations and your rights under the data protection legislation.

11.2 Information about Us

Transport Friendly Society Limited is Registered and Incorporated under the Friendly Societies Act 1992. Register No. 434F. The Transport Friendly Society is Authorised by the Prudential Regulation Authority and Regulated by the Financial Conduct Authority and Prudential Regulations Authority.

Head Office:

Transport Friendly Society Limited
3rd Floor Derbyshire House
St. Chad's Street
London WC1H 8AG

11.3 What is this Privacy Notice?

This Privacy Notice explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

11.4 What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 016/679) (the "GDPR") as *'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'*.

Personal data is any information about you that enables you to be identified, including your name and contact details.

The personal data that we collect is set out below.

11.5 What are your Rights?

Under the GDPR, you have the following rights, which we will always work to uphold:

- a. **Your right to be informed** - You have the right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but should you have any questions please contact us to find out more.
- b. **Your right of access** - You have the right to ask us for copies of your personal information that we hold.
- c. **Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- d. **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- e. **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.
- f. **Your right to object to processing** - You have the right to object to the processing of your personal data for a particular purpose or purposes.
- g. **Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.
- h. **Rights relating to automated decision-making and profiling** - We do not use your personal data in this way.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

11.6 Further information about your rights can be obtained from the Information Commissioner's Office (ICO). If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the ICO. Their contact details are as follows:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Helpline number: 0303 123 1113

11.7 What Personal Data do we collect?

We may collect some or all of the following personal data (this may vary according to your relationship with us):

- Name;
- Address;
- Email address;
- Telephone number;
- Employer;
- Organisation name;
- Job title;
- Other sensitive and/or confidential information

11.8 How we use your Personal Data?

We use your personal data for the proper performance of a contract with you and you have consented to our use of your personal data and it is in our legitimate business interests to use it. Your personal data will be used for the following purposes:

- Providing and managing your account
- Supplying our products and services to you. Your personal details are required in order for us to enter into a contract with you.
- Personalising and tailoring our products and services for you.
- Communicating with you. This may include responding to emails or calls from you.
- Supplying you with information by email or post that you have opted-in to (you may unsubscribe or opt-out at any time by contacting the Transport Friendly Society Limited).

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email, telephone, and post with information, news and updates on our products and services. We will not send you any unlawful marketing information or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

11.9 How long do we keep your Personal Data?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

11.10 To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

11.11 How and where we store or transfer your Personal Data?

We will only store or transfer your personal data in the UK. This means that it will be fully protected under the GDPR.

11.12 The security of your personal data is essential to us, and to protect your data, we have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees who have a business need to know. They will only process your personal data in accordance with our instructions and they are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

11.13 Do we share your Personal Data?

We will not share any of your personal data with any third parties for any purposes, subject to the following exceptions:

- where it is necessary in order to fulfill the service we provide to our members.
- if we are involved in legal proceedings, complying with legal obligations, a court order, or the instructions of a government authority.

If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law.

11.14 Accessing your Personal Data

You can ask us for details and a copy of what personal data we have about you. This is known as a "subject access request".

11.15 All subject access requests should be made in writing and sent to the postal or email addresses shown below. There is not normally any charge for a subject access request. If your request is '*manifestly unfounded or excessive*' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

11.16 We will respond to your subject access request within 30 days of receiving it. We aim to provide a complete response, including a copy of your personal data within that time. If your request is complex, we may require more time, up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

11.17 Contacting us

To contact us about anything to do with your personal data and data protection including removing your consent or to make a subject access request, please use the following details:

Postal Address: Transport Friendly Society Limited
 3rd Floor Derbyshire House
 St. Chad's Street
 London WC1H 8AG

Email address: info@tfs.uk.com

Telephone number: 020 7833 2616

11.18 Privacy Notice changes

We may change this Privacy Notice, for example, if the law changes, or if we change our business in a way that affects personal data protection. If any changes are made they will be made available on our website's privacy statement, www.tfs.uk.com

12 ISA TRANSFERS

Transferring ISAs from other providers

You can transfer ISAs You have with other providers at any time. Before You transfer Your ISA to TFS You must consider the following:

- TFS do not charge a transfer fee but other providers may.
- You can transfer some or all the money that You have paid into an ISA in previous tax years. If You want to transfer money that You have paid into an ISA in the current tax year, You will need to transfer all of it.
- Transferring money out of a Help to Buy ISA will impact the bonus You may receive.

The TFS Stocks and Shares ISA is currently invested in funds managed by Legal & General Investment Management.

13 DEFINITIONS

In all Plan Documents, unless stated otherwise, the following words have the meanings shown below:

Account - a Transport Friendly Society Individual Savings Account governed by these Terms and Conditions.

Contributions - Money You invest in Your ISA.

ISA - an Individual Savings Account.

Membership - When You take out a plan with TFS You become a member of the Society and are subject to its rules, a copy of which is available on request.

Nominee - a person or entity who is appointed by another (the Nominator) to act on its behalf in a limited capacity or in a specific matter in accordance with any legal or regulatory requirements.

Price - The price of a unit in a fund. This is the price determined on a Valuation Day.

Start date - The date on which this ISA starts. This is the date we receive Your first premium payment. You will find this on Your Welcome Letter in Your Welcome Pack.

Tax Year - a tax year beginning on 6 April in any calendar year and ending on 5 April in the following year.

TFS - Transport Friendly Society.

Unit - a proportion of a relevant Transport Friendly Society fund.

Valuation Day - any day on which the price of units in a fund is calculated.

We, our, us - Transport Friendly Society Limited.

Welcome pack - Your official ISA plan documents including a Welcome Letter stating Your ISA start date; ISA Agreement Document; Terms and Conditions; Key Information Document; Nomination Form.

You, Your - an individual who has opened an Account under these Terms.