

Virgin Money Community
Terms and Conditions

1. What is the Community Panel?

- It's a website where we ask for some feedback from Virgin Money customers about our products and services.
- We're not recommending that you buy our products. We just want your feedback on them.

2. How do I take part?

- You can take part if you're a Virgin Money customer and over 18 years old.
- You'll need to give us your name and address.
- We'll email you and ask you to take part in some surveys.

3. How do I stop taking part?

- It's easy, click on the unsubscribe link on the bottom of the emails or newsletters you get from us about the Community Panel.
- We hope that you're nice to us but just to let you know, if you use naughty words, are nasty or unpleasant, we can remove you and your feedback from the Community Panel.

4. What will you do with my feedback?

- We'll use your feedback to try and help make our products and services better and even come up with some new ones.
- We'll email you about the results of surveys.

5. What about my personal data?

- We'll only use your personal data to get feedback from you about our products and services.
- If you want some more information about how we use personal data, have a look at our privacy policy on our website (link).
- We'll use a company called Alida to help collect, store and process your personal data and any responses from the surveys. This may involve sending your personal data outside of the European Economic Area.

6. What other stuff do I need to know?

- This is all subject to English law

- We'll own any rights in the feedback you give us, sometimes called copyright or intellectual property.
- You can print, copy or download anything from the Community Panel but only if it's for your own personal use but you can't change it or give it to anyone else.
- If there's a nasty virus or bug on something we put on the Community Panel then we'll try to put this right as soon as we can.

7. Who are we?

- We're Virgin Money plc. Our company number is 06952311.
- Our registered office is at Jubilee House, Gosforth, Newcastle upon Tyne, NE3 4PL.
- We're authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority. Our Financial Services Register number is 503963.

8. Who are Alida?

- Their full name is Alida Solutions Ltd.
- Their company number is 06452616.
- Their registered office is 10 John Street, London WC1N 2EB.