

Privacy Notice: Lloyd's Building Visitors

Effective date: 16 June 2026

1 Introduction

This notice describes how Lloyd's, as a data controller, collects, uses, shares and retains the personal information you provide and informs you about your choices regarding use, access and correction of your personal information.

Lloyd's is committed to ensuring that any personal information it receives is protected and handled in accordance with applicable data protection laws.

For the purposes of this Privacy Notice, references to "we", "us" or "our" shall refer to Lloyd's.

2 Who we are

The Society of Lloyd's (**Lloyd's**) is incorporated by Lloyd's Acts 1871 to 1982 whose principal place of business is at One Lime Street, EC3M 7HA.

3 What personal information we process about you

"Personal data" means any information relating to you. Lloyd's may collect, process and use the following types of personal data about you.

For temporary passes, we will request your full name and proof of identity to be presented at the reception.

If you are an annual subscriber, non-insurance representative or another permanent passholder, we will hold records of your full name, title, date of birth, name of your employer, email address and signature. We will also ask whether you have been subject to any disciplinary proceedings or convicted of any unspent criminal offence. For permanent passes, a photo will be taken and kept in our register.

4 Why we collect your personal information and the lawful basis for processing

We will collect your personal information when you apply for a pass if you wish to be admitted to Lloyd's premises to conduct insurance business or provide services to Lloyd's. We will process your information for physical access control to the building and your identification and verification purposes. For sensitive data collected, we ask for your explicit consent.

We use CCTV cameras throughout Lloyd's premises for security and safety purposes. It's in Lloyd's legitimate interest to restrict access to its premises and safeguard its property, visitors and employees. If you are an annual subscriber, Lloyd's will process your data in accordance with its legal obligations under the Annual Subscribers Byelaw.

5 Who we are sharing your data with

Although certain information is restricted, we may share your personal information with third party service providers who act under our instructions and help deliver our services.

We may be under legal or regulatory obligations to share your personal data with courts, regulators and law enforcement bodies.

6 How long we keep your data

We will retain your personal information for as long as is reasonably necessary to fulfil the relevant purposes set out in this Privacy Notice. The retention period will primarily be determined by relevant legal and regulatory obligation and/or duration of our business relationship with you, your employer or another associated party. We maintain and update regularly our data retention policy with a detailed retention schedule. We will securely delete or erase your personal information if there is no valid business reason for retaining your data. In exceptional circumstances, we may retain your personal information for longer periods of time if we reasonably believe there is a prospect of litigation, in the event of any complaints or there is another valid business reason the data will be needed in the future.

7 International transfers

Your personal information will not be transferred outside the EU.

8 Your rights

You have certain rights as an individual which you can exercise in relation to the information we hold about you. If you make a request to exercise any of your rights we reserve the right to ask you for a proof of your identity. We aim to acknowledge your request as soon as possible and will address your query within one month.

You have the following rights:

The right to access

You are entitled to a confirmation whether we are processing your data, a copy of your data, and information about purposes of processing, who do we disclose it to, whether we transfer it abroad and how we protect it, how long we keep it for, what rights you have, where we got your data from and how you can make a complaint.

The right to rectification

If you believe the personal information we hold about you is inaccurate or incomplete you can request for it to be rectified.

The right to erasure

If you withdraw your consent, terminate a contract with us or you believe the personal information is no longer necessary for the purposes for which it was collected, you may request your data to be deleted. However, this will need to be balanced against other factors, for example there may be certain regulatory obligations which mean we cannot comply with your request.

The right to restriction of processing

You can ask us to restrict (i.e. keep but not use) your personal data, but only where:

- Its accuracy is contested, to allow us to verify its accuracy; or
- The processing is unlawful, but you do not want it erased; or

- It is no longer needed for the purposes for which it was collected, but we still need it to establish, exercise or defend legal claims; or
- You have exercised the right to object, and verification of overriding grounds is pending.

We can continue to use your personal data following a request for restriction, where we have your consent; to establish, exercise or defend legal claims; or to protect the rights of another natural or legal person.

The right to data portability

If we collected your information under a contract or your consent, you can request from us to transfer your personal information to provide it to another third party of your choice.

The right to object

You have the right to object at any time to processing of your personal data where processing is necessary for the performance of a task carried out in the public interest, or in the exercise of an official authority vested in the controller. You may also object where the processing is necessary for the purposes of the legitimate interests, except where such interests are overridden by your interests or fundamental rights and freedoms, in particular where you are a child.

The right to withdraw consent

If we processed your personal information with your consent, you can withdraw it any time but your access may be restricted.

The right to complain

If you believe we've infringed data protection legislation because of the way we've handled your personal information (or the personal information of someone you're acting on behalf of), you can raise a complaint with us.

We do not have to comply with a request where it would adversely affect the rights and freedoms of other individuals.

9 Contact details of the Data Protection Officer

If you have any questions relating to data protection, would like to exercise your rights, or wish to raise a complaint relating to data protection, please contact our Data Protection Officer:

Data Protection Officer

Lloyd's
1 Lime Street
EC3M 7HA, London

Email: data.protection@lloyds.com

10 Complaints

If you believe we are not processing your personal data in accordance with legal requirements and are not satisfied with our response, you can make a complaint to relevant Data Protection Authority. Our Lead Authority is the UK Information Commissioner's Office (<https://ico.org.uk/concerns/>).