

Pay monthly privacy policy terms and conditions and important information.

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Pay monthly privacy policy

Please read this Privacy Policy carefully as it sets out how we use your personal information. The Tesco Mobile Pay monthly Service Terms and Conditions and Tesco Mobile Pay monthly Tariff Terms and Conditions also apply

1. Using your information

- 1.1 You must let us know if you change your name, address, telephone number or bank details.
- 1.2 We may use and share your information, information relating to the provision of Tesco Mobile Pay monthly Service, and other information about you available to us to identify you and consider your application, provide you with Tesco Mobile Pay monthly Service, conduct research on your use of Tesco Mobile Pay monthly Service to help us make informed business decisions, and inform you about Tesco Group products and services.

2. Credit Reference Agencies

- 2.1 We will search your record at credit reference agencies who will supply us with credit information, as well as information from the Electoral Register. We will also add to your record with the credit reference agency details of your contract with us, the payments you make under it and any default or failure to keep to its terms.
- 2.2 The credit reference agency will record details of the search whether or not your application proceeds. We may use credit scoring or other automated decision making systems when assessing your application and to verify your identity. Credit searches and other

information which is provided to us and/or the credit reference agencies, about you and those with whom you are linked financially may be used by us and other companies if credit decisions are made about you, or other members of your household. This information may also be used for debt tracing and the prevention of money laundering as well as the management of your account.

- 2.3 Information held about you by the credit reference agencies may already be linked to records relating to one or more of your partners and you may be treated as financially linked which means your application will be assessed with reference to any associated records.

3. Fraud Prevention Agencies

- 3.1 If false or inaccurate information is provided and fraud is identified or suspected, details may be passed to fraud prevention agencies.
- 3.2 Law enforcement agencies may access and use this information. We and other organisations may also access and use this information to prevent fraud and money laundering, for example, when: checking applications for, and managing credit and credit related or other facilities; recovering debt; checking insurance proposals and claims; checking details of job applicants and employees. We and other organisations may access and use from other countries the information recorded by fraud prevention agencies.
- 3.3 If you want to receive details of credit reference and fraud prevention agencies we use, please contact Customer Care on 4455 from your Tesco Mobile or by telephoning 0345 301 4455 or writing to

Tesco Mobile, Arlington Business Centre,
Millshaw Park Lane, Leeds, LS11 0NE

4. Monitoring and recording calls

- 4.1 We may monitor and record calls made to or by our Customer Services for monitoring and training purposes and to improve the services we offer you.

5. Sharing your information

- 5.1 We may pass your information to other members of the Tesco Group. We will never pass your information to anyone else, except where we have your permission, where we are required or permitted to do so by law, to other companies who provide a service to us and any successors in title to our business. Your information will never be released to companies outside the Tesco Group for their marketing purposes.

6. General

- 6.1 For your Subject Access Rights, please take a look at our [Privacy and cookies policy](#).

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