



THINK *GDPR* ✓

- ✓ Don't send personal data in emails unless this is absolutely necessary for a business process.
- ✓ Ensure personal data is encrypted if you need to send it via email to a client or provider.
- ✓ Only store client data on the correct systems according to your local procedures.
- ✓ Be mindful of language used in email and file notes when discussing client information. It could be requested by the client at any time.
- ✓ Know your Data Subject Rights. Take a look at the ICO's website to find out [more here](#)
- ✓ Make it clear to your clients how you use their personal information at the time you collect their data
- ✓ Remember to report any breaches of LV= customer, member or employee data to LV= by calling **0800 066 5369**

For more information on GDPR, visit LV.com/adviser/insights

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