



CREST NICHOLSON HOLDINGS PLC SHAREHOLDER PRIVACY NOTICE

Crest Nicholson is committed to handling your information responsibly. This Privacy Notice sets out what information we process, why we process it and your choices and rights. We may modify or update this privacy notice from time to time.

WHO WE ARE

When we refer to 'we' or 'Crest Nicholson' we mean Crest Nicholson Holdings plc (see our registration with the UK data protection regulator, the Information Commissioner's Office (ICO). Registration number ZA433197).

We are part of the Crest Nicholson Group, and your information will only be used by Crest Nicholson Group companies to help support our relationship with you.

The Crest Nicholson Group, including Crest Nicholson plc, Crest Nicholson Operations Limited and their divisions and subsidiaries (we/us/our), are committed to safeguarding your privacy.

INFORMATION WE MAY COLLECT ABOUT YOU

The following information is processed in relation to our shareholders:

Name, address, bank sort code and account number; email address; phone numbers; national insurance number; number of shares; date of death; Corporate Action election options; phone number; and voting instructions.

We will collect this directly from you but may also receive information from your broker, agent, trustee or other third parties you have instructed or agreed to pass the information to us.

The information is processed in order to perform our contract with you and to comply with legal obligations, for the following purposes:

- Share register maintenance and enabling trading on the London Stock Exchange – this will include processing address changes, bank mandate details, name change, notification of death, registration of death, legal document processing, lost certificate notifications, reissue of certificate, market & non-share transfers and CREST processing;
- Dividend distribution; and
- Meeting management – providing shareholder communications such as notice of meeting data (e.g. annual general meetings), circulars, proxy form completion and distribution of our annual report and financial statements.

This information is also used to conduct data analytics studies to review and better understand shareholder purchase, retention and attrition rates for our legitimate interest in order to improve as a company.

We use a third party to process this information on our behalf. Our data processor is Equiniti Group plc (EQ) with a registered address of Sutherland House, Russell Way, Crawley RH10 1UH and their ICO registration number is: ZA299187.

We will also collect your name, email address and occupation directly from you if you sign up for our alert service that delivers the latest regulatory news directly to your mailbox or when accessing webcasts in the Investor Relations part of our website www.crestnicholson.com/investors.

Our data processor for these services is Investis Digital Limited with a registered address of 5th Floor, The Counting House, 53 Tooley Street, London SE1 2QN.

We may share your data with other third party providers in order to communicate with any and all of the shareholders or who provide support services to our business. These providers process your personal information in accordance with our instructions and subject to data processing agreements in accordance with applicable data protection law.

COOKIES

We capture information about how people use Crest Nicholson websites. This will involve placing a cookie onto your computer (or smartphone) which will automatically collect standard internet and website information, for example pages you have viewed and any account preferences. We may receive information about the device you are using, such as the browser or Internet Protocol address. Please see our full [Cookies policy](#) for further information.

Our website may contain links to other third party websites. If you follow a link to any of those third party websites they will have their own privacy policies. Please check these policies before you submit any personal data.

HOW LONG WE KEEP PERSONAL INFORMATION FOR

We will only keep your data for as long as is necessary to meet our legal obligations and to provide services to you. This will differ depending on the type of information and the reason why we collected it from you. Generally, where there is no legal requirement to retain it for longer, we will retain your data for a period of 12 years after you cease to hold shares.

It is important to ensure that the personal information we hold about you is accurate and up-to-date, and you should let us know if anything changes, for example if you move home or change your phone number or email address. You may be able to update some of the personal information we hold about you through the Equiniti shareholder portal at www.shareview.co.uk. Alternatively, you can contact our registrars Equiniti at Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA.

OUR LEGAL BASIS FOR USING YOUR INFORMATION

In most cases we will process your information because it is necessary for the performance of a contract with you (or to take steps to entering into a contract with you) i.e. the purchase of shares.

We will also process your information where it is necessary to comply with our legal obligations or for the purposes of our legitimate interests e.g. to operate our business and keep our shareholders informed.

SECURITY – KEEPING YOUR PERSONAL DATA SAFE

We have adopted a range of technical and organisational measures to help ensure your personal data is used responsibly and to help keep it safe and secure. We also take steps to ensure any third party that provides services to us – such as hosting personal data on servers or maintaining our website – also take steps to protect any personal data they process on our behalf.

YOUR PERSONAL DATA AND THE EEA

In limited circumstances, your personal data may be accessed, transferred, and/or stored, outside the United Kingdom or European Economic Area (EEA) in which data protection laws may be of a lower standard than in the UK or EEA, for example, some of our third party data processors have servers located in South Africa, India or the United States. Regardless of location we will impose the same data protection safeguards that we deploy inside the UK and EEA.

If you are located outside the United Kingdom your personal data will be exported back out to the jurisdiction that it originated from or from where you are located (for example when we reply to your emails or we write to you).

WHAT ARE YOUR RIGHTS

You have certain rights in relation to your personal data. Please be aware that certain exceptions apply to the exercise of these rights and so you will not be able to exercise these in all situations.

- **Subject Access:** You have a right to be informed if we are processing personal data about you, and if so, to obtain a copy of any personal data held about you by Crest Nicholson.
- **Rectification:** You can ask us to correct any inaccurate or incomplete personal data.
- **Erasure:** You can ask us to erase personal data in certain circumstances.
- **Withdrawal of consent:** You can withdraw any consents to processing that you have given us and prevent further processing if there is no other ground under which Crest Nicholson can process your personal data.
- **Restriction:** You can require certain personal data to be marked as restricted whilst complaints are resolved and also restrict processing in certain other circumstances.
- **Right to object:** You can object to the processing of your personal data that is based on our legitimate interests (including profiling) or done for research and statistical purposes. You also have the right to object to the use of your personal data for direct marketing purposes (including profiling).
- **Portability:** Where we rely on your consent to process your personal data or where processing is necessary for the performance of a contract, you can ask us to provide you with the personal data in a format that will allow you to transmit it to a third party electronically.
- **Raise a complaint:** You can raise a complaint about our processing with the data protection regulator in the UK (the ICO)
- **Rights related to automated decision making, including profiling:** In certain circumstances you have the right not to be subject to automated decision making and/or profiling. Note this does not apply in circumstances where processing is necessary for entering into or for the performance of a contract with you.

YOUR CONTACT FOR ANY QUERIES

The Company Secretary is responsible for data protection within Crest Nicholson and should be contacted if you have any queries regarding this notice. The contact details are set out below:

Company Secretary: Penny Thomas

Location: 500 Dashwood Lang Road, Bourne Business Park, Addlestone, Surrey KT15 2HJ

Phone: 01932 580 555

Email: privacy@crestnicholson.com