



Data Protection Notice

Registered shareholders - Aviva plc (the **Company**) collects and processes information provided by you, or on your behalf, which relates to you as an individual shareholder, and includes information that you or your agents may provide on application forms, in letters, via electronic messages or over the telephone. This information may also include personal data (as that term is defined by the UK Data Protection Act 1998).

For the purposes of the UK Data Protection Act 1998, the Company is the data controller of your personal data, and determines how and why your personal data will be processed.

Personal Data

The type of personal data processed by the Company includes: your name and contact details, the votes you cast and the Reference Number attributed to you by the Company.

Using your Personal Data

We may store, use and process your personal data in order to:

- compile and update our records to keep them up to date;
- fulfil our legal obligations;
- to investigate or prevent fraud or other crimes;
- process the shareholder rights you exercise;
- contact you with shareholder information and related communications;
- carry out research and statistical analysis about our services and how we might improve them. Sometimes we may use an outside market research agency to do this for us, in which case we will take steps to ensure that they appropriately protect any personal customer data we share with them;
- keep you informed by post, telephone, facsimile, e-mail, text messaging or other electronic means about products and services that may be of interest to you; and
- provide services of benefit to shareholders such as tracing exercises for shareholders or share dealing services.

The Company, agents and business partners, other members of the Aviva Group and other carefully selected companies may also use your information to keep you informed by post about products and services that may be of interest to you. The Company may engage a third party to do this (for example Computershare Investor Services PLC, the Company's Registrar (Computershare)) who may process your personal data on the Company's behalf. By providing us with your contact details, you consent to being contacted by these methods for these marketing purposes. If you do not wish to receive marketing information, please contact Computershare, by email or in writing using the contact details below.

We will hold your personal data for as long as is necessary for the relevant activity or service and, if necessary, your information may also be disclosed and processed for these purposes after you have sold your shareholding.

Disclosure

We may transfer or disclose your personal data to the following recipients or categories of recipients:

- other members of the Aviva Group;
- Computershare Investor Services PLC, as Aviva's Registrar;
- any third party at your request or with your consent;
- our suppliers, service providers, professional advisers, agents and auditors;
- local or foreign regulators, government authorities, law enforcement authorities, courts,

tribunals and arbitrators or other judicial committees;

- if the law requires or permits disclosure, or there is a duty to the public to reveal it;
- the FCA, the London Stock Exchange or any other relevant regulatory authority or exchange in the UK or overseas;
- any individual or company to whom we propose to transfer our obligations and rights in relation to the administration of the Company share register; and
- any other person that requires access to or receipt of your personal data in connection with or as a result of any agreement we may have with or concerning you, or our arrangements with you.

Data Storage

The Company or its agents might transfer your personal data to places outside the European Economic Area (**EEA**) and store it there, where the Company's or its Suppliers' personnel might process it for the purposes outlined above. The jurisdictions to which your information is transferred may not offer an equivalent level of protection for personal data to the laws of the United Kingdom. If your personal data is transferred outside the EEA the Company will ensure that it is protected in accordance with the legal requirements of the Data Protection Act 1998.

Your Rights

If you think any information we hold about you is inaccurate, don't hesitate to let us know so that we can correct it. Under the Data Protection Act 1998 you may also be entitled to request at any time in writing from the Company a copy of the personal data we hold about you. There is a **£10** fee payable in relation to each such access request. Any request that you may have relating to your personal data (together with the corresponding **£10** fee, if you are making an access request) should be addressed to Computershare using the contact details provided below.

Participants in Aviva's corporate sponsored nominee, the Aviva Share Account (Aviva SA) – If you are a participant in the Aviva SA, please note that Computershare Nominees Limited, as custodian of the Aviva SA, also collects and processes information (including personal data) provided by you, or on your behalf, which relates to you as an individual participant in the Aviva SA. You should refer to the Terms and Conditions of the Aviva SA available at www.aviva.com/shareholders for details of how Computershare manages this information.

If you have any questions regarding the use of your shareholder data, please contact Computershare:

@ **By email**
AvivaSHARES@computershare.co.uk

📄 **In writing**
Computershare Investor Services PLC
The Pavilions, Bridgwater Road, Bristol BS99 6ZZ