

PRIVACY NOTICE

PRUDENTIAL PLC SHARE REGISTER

Part A – How we use your personal data and why

Prudential plc (we) and our share registration service provider Computershare Investor Services PLC (CIS), will use your personal data that you have provided to us or CIS, together with information from other sources (whether public or from your broker or a company in which you previously held shares), for purposes relating to your holding of Prudential plc shares. By personal data, we mean your:

- name
- address
- bank sort code
- account number
- email address
- Holder Unique Reference Number (HURN)
- date of birth
- national insurance number

We or CIS will use your personal data for:

- the administration of services including the share registration service, dividend service, general meeting service, to enable us to perform our obligations to you (for example, to provide information on annual and general meetings) and to provide any relevant services to you (such as dividend distribution);
- complying with any regulatory or other legal requirements;
- carrying out checks, including by using publicly available information to help us get back in touch, should we ever lose contact;
- keeping your information on record and updating it when necessary (for example, when your contact details change); and
- to the CIS client portal, Selector, which gives us access to personal address and bank details for shareholders.

Some of the purposes above are necessary to allow us to perform our legal obligations to you and to enable us to comply with laws and regulations. Otherwise, we rely on our legitimate interests in using and sharing your personal data for the purposes described above to monitor, update and ensure the accuracy of our shareholder register.

Part B – Who will handle your personal data and why

Our share registration service provider CIS will handle your personal data for any of the purposes set out in Part A.

As CIS is a global business, they might need to send your details to countries that have different data protection laws to the United Kingdom (UK) or European Union (EU). CIS may provide you with some services through another member of the Computershare group, or another company which is based in a country where data protection laws and standards differ from those in your home jurisdiction, including India, Australia, and the United States. If you are in the UK this means we may send your personal data to countries outside the EU and EEA.

Where we send your personal data to another country, we will always ensure adequate measures are in place to safeguard it and to ensure you can exercise your rights effectively.

If you want to know more about these safeguards, further information is available on request from CIS (see 'contact us' below or see CIS [Privacy policy \(computershare.com\)](https://computershare.com/privacy-policy)).

Part C – We keep your information for a set amount of time

Your personal data will be stored either for as long as you are a shareholder, or longer if required by law or as is otherwise necessary. It will always be stored in line with our data retention policies.

Part D – Your rights

When it comes to how we use your personal data, you've got the right to:

- request a copy of your personal data for free (we may charge you for this if the request is manifestly unfounded or excessive (including if a request repeats a previous request));
- request that we correct anything that's wrong, or complete any incomplete personal data;
- ask us to delete your information if it is no longer needed for the purposes set out in Part A or if there is no other legal basis for the processing;
- limit how we use your personal data or withdraw your consent to the processing of your personal data; and
- complain to a data protection authority or another independent regulator about how we're using it. In the UK, this would be the Information Commissioner's Office.

If you want to do any of these things, or would like an explanation as regards these rights, we've explained how you can get in touch in the Contact Us section below.

Contact us

If want to exercise your rights in Part D or if you require any other information about any other part of this notice, you can contact us in a number of different ways. Write to us at:

Computershare

Email: dataprotection@computershare.co.uk

Prudential plc

GHO.dataprotection@prudentialplc.com

Address

Computershare Investor Services plc
The Pavilions
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BS13 8AE

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