

## WEBSITE PRIVACY NOTICE

### What information does this Website Privacy Notice cover?

This Website Privacy Notice explains how we collect, use, and share personal information submitted online or collected through the tracking technologies described in this Website Privacy Notice or our [Cookie Policy](#) (which forms part of this Website Privacy Notice).

This Website Privacy Notice only applies to personal data collected on the website: <https://investments.metlife.co.uk>. It doesn't apply to other websites, even if they are linked to from our website.

For further information on how we process personal data of our clients and their collaborators (e.g. employees and representatives), please refer to the [Privacy Notice for Investors and Investees \(UK\)](#), in the Privacy section of this website.

### Who is the Data Controller?

In relation to the information collected on this website MetLife Investment Management Limited (“**MIML**”, “**we**”, “**us**”), registered office at 8th Floor, One Angel Lane, London EC4R 3AB, is the Data Controller

### What types of personal data do we collect about our online visitors?

We collect personal data when you:

- Provide us your personal information using the section “**Contact Us**” of this website
- Contact us using any other available channel on this website
- Browse and navigate our website (e.g. when information is collected through cookies)

This Personal Data may include:

- **General Identification and Contact information**, such as your name, nationality, job title, company where you work, and contact details including address, email, phone number(s)
- **Device and Online Data**, such as IP address, ISP (internet service provider), website usage, and other information collected using cookies or similar technologies. We may also combine this information with personal information
- **Product interest or preferences**, when you ask us information in relation to specific products, for example in the section “**Contact Us**”
- **Communication data**, such as information you submit to MIML (including complaints) using available communication channels on this website, for example when you insert comments in the section “**Contact Us**”

## Cookies and Similar Technologies (e.g. Web beacons)

Our website uses cookies to collect and store information.

**Cookies** are pieces of information that a website sends to your computer while you are viewing the website. We use cookies for a variety of purposes. For example, when you return to one of our websites after logging in, cookies provide information to the website so that the website will remember who you are.

You can manage your preferences for cookies and similar technologies relating to information collected through our websites by adjusting the available sliders to “On” or “Off” via the cookie preference bar, which you can access by clicking on the cookie widget located at the bottom right-hand corner of the page. This enables you to manage the various purposes for which MIML seeks to use cookies and similar technologies.

You can also choose to have your computer warn you each time a cookie is sent, or you can choose to turn off all cookies. You can do this through your browser (e.g., Chrome or Internet Explorer) settings.

For more information about the types of cookies we use on our website and how to manage them, refer to our [Cookie Policy](#)

We can also use similar tracking technologies such as web beacons (also known as tracking pixels) to collect and store information.

**Web beacons (or tracking pixels)** are small pieces of data that may be embedded in images on the pages of websites and in email communications. We use web beacons in HTML emails that we send to recipients to determine whether they have opened or clicked on links in those emails. Technically this may involve transmitting information either directly to us or to another entity authorised by us to collect information on our behalf.

For example, web beacons may be embedded in emails we send you when you provide us with your email address and request to be contacted with information about our products.

You can opt-out of the use of Web beacons (or tracking pixels) embedded in the emails we send you by contacting us using the details provided in the section “[How to contact us](#)”.

## Why we need your personal data?

The table below provides further information on types of personal data we process, the reason why we need to process your personal data (“**Purpose**”), and the applicable legal ground (“**Legal basis**”).

<b>Purpose</b>	<b>Type of personal data</b>	<b>Legal basis</b>
Ensure that clients are happy with their relationship with MetLife Investments, and act on their complaints / concerns	General Identification and Contact Information Communication data	To comply with our legal obligations Legitimate interest in maintaining relationship with existing clients
To provide you with marketing and promotional information, or to contact you to offer our products	General Identification and Contact Information Product interests or preferences	Legitimate interest in promoting our services ; or Your Consent
To enable visitors to access the website securely and to monitor, maintain and improve website performance or tracking user activity	Device and Online Data	Legitimate interests to operate and protect our website; or Your consent
For internal business purposes which may include business and disaster recovery, document retention/storage, IT service continuity (e.g. back-ups and helpdesk assistance) to ensure the quality of our products and services we provide to you	All the categories of data specified above (Section: What type of personal data do we collect about our online visitors)	To comply with our legal obligations Legitimate interest in providing our services or products and protect our information systems

## To whom we disclose your personal data and why?

We may use and share your personal data with other companies in the MetLife Group to:

- receive services, such as IT services related to website administration and security
- provide you with information about MetLife, our products, special offers and services that may be of interest
- help us to manage our relationship with you
- audit our business

We may also share your personal data with third parties who help us provide our investment products and services to you, or when it is necessary to comply with our obligations. For example, we may share your personal data:

- with service providers (e.g. IT services) and law or consultancy firms that provide services to us
- with companies that print and distribute mailings or companies that help us to perform marketing activities
- with regulatory bodies in order to comply with the law or rules that may apply to MIML
- with government agency or courts to comply with a search warrant or court order, or in case of investigations and law enforcement requests

We may transfer your Personal Data to other MetLife Group companies or third-party service providers located in the European Economic Area (“**EEA**”). In this case we rely on Adequacy decision, because the countries located in EEA are considered to provide the same level of protection to personal data as the UK does.

We may also transfer your personal data to other MetLife Group companies and IT service providers located in the United States. When your personal data is transferred to the United States we may rely either on Adequacy decision - in case third parties adhere to the Data Privacy Framework (DPF)-, or in other appropriate safeguard required under Applicable Data Protection Law, such as Standard Contractual Clauses and UK Addendum.

## **How we protect your personal data**

The security and confidentiality of your information is extremely important to us. That is why we have technical, administrative, and physical security measures in place to protect your personal information from unauthorised access and improper use. For example, the areas of our website that enable or require you to submit personal information online use encryption to protect that information. We also review our security procedures periodically to consider appropriate new technology and updated methods.

## **How long will we keep your information?**

We will typically need to retain your information throughout the duration of our relationship with you, and potentially beyond that point to comply with all applicable laws and privacy legislation to which we are subject, and to protect our legal rights in the event of a claim being made. To determine the appropriate retention period, we consider the amount, nature and sensitivity of the personal data, the purposes for which we process it and whether we can achieve those purposes through other means. Further details can be provided upon written request.

We safely and securely destroy data which we no longer need to keep in accordance with our data retention policies.

We will also consider if and how we can minimise over time the personal data that we use, and when we continue to use data for statistical or research purposes, we will ensure that the data is anonymised so that you cannot be identified by or from it in any way.

## **How will you know if we amend this Privacy Notice?**

We may amend this Privacy Notice from time to time. Any changes we make to this Privacy Notice in the future will be posted to our website (<https://investments.metlife.co.uk/regulatory-disclosures/#euprivacynotice/>). This Privacy Notice was last updated on 14/05/2026.

## **Your Privacy Rights**

This section explains your rights in relation to your personal data. The various rights are not absolute and are subject to certain exceptions or qualifications.

In order to exercise any of the rights described you can contact us using the details in the section “**How to contact us**”.

You have the right to:

- Opt-out to our processing of your personal data for direct marketing purposes.  
If you sign up to receive e-mail messages, newsletters or other marketing materials from us, you can opt-out at any time by clicking the unsubscribe link at the bottom of the message. You may also choose to opt-out from receiving marketing materials from us by contacting us using the details below in the section “**How to contact us**”.
- Withdraw your consent at any time
- Access your personal data to see what information about you is processed by us
- Erasure of your personal data
- Portability of your personal data you have provided to us to other organisations
- Correct and update your personal data if it is inaccurate
- Restrict the use of your personal data while concerns you raise are resolved
- Object to particular ways in which we are using your personal data, for example, where the processing of your personal data is based on legitimate interest

You also have the right to lodge a complaint with the Information Commissioner’s Officer (ICO).

## **How to Contact us**

To contact us about this privacy statement or any data protection issue or to exercise your rights, please use:

- [MIMLPrivacyChampion@metlife.com](mailto:MIMLPrivacyChampion@metlife.com)

## Glossary

**Data Controller** is the person or organisation which decides the purposes and means of the processing of personal data either on its own or with others.

**Model clauses** are standard contractual clauses which have been approved by the European Commission as providing adequate safeguards to enable personal data to be transferred outside the European Economic Area.

**Personal data** is any personal information relating to an individual who can be identified, directly or indirectly, by reference to that information.

**Processing** means any operation or set of operations which is performed on personal data such as collection, recording, organisation, structuring, storage, alteration, retrieval, consultation, use, disclosure, erasure or destruction.

**Adequacy decision** is a decision by the UK Government confirming that a country or territory provides an adequate level of data protection, allowing personal data to be transferred from the UK without additional safeguards.