

Privacy Policy

Mobile access via the "Credit Union Mobile" app or Online Banking Service

Cornerstone Mutual Services provide a variety of services to UK based credit unions. These include, but are not limited to, the following services:

- **Online Banking Service** for credit unions via web online browsers
- Mobile app access to **Online Banking Service** via the "Credit Union Mobile" app (available on [Google Play](#) and [Apple Store](#)). The **Credit Union Mobile** app serves multiple credit unions from within the app. Cornerstone Mutual Services do not collect any data nor have any access to the data that the customer enters when interacting with any given credit union via their **Online Banking Service** or **Credit Union Mobile** app. The **Credit Union Mobile** app allows credit union customers to interact directly and manage their account with a credit union.

When a credit union's customer downloads the **Credit Union Mobile** app, upon selecting their credit union within the app they are presented with a link to that given credit union's specific **Privacy Policy** and **Digital Banking Terms & Conditions** pages, prior to being able to login and access their account. This link is fixed in the footer area as the "Help & Legal" link, which directs the customer to the credit union's **Privacy Policy** and **Digital Banking Terms & Conditions**. The following credit unions are currently live and available within the **Credit Union Mobile** app and **Online Banking Service**:

1. **East London Credit Union** - (visit <https://www.elcu.co.uk> for more information)
 - see [East London Credit Union's Privacy Policy](#)
 - see [East London Credit Union's Digital Banking Terms & Conditions](#)
2. **retailCURE Credit Union** - (visit <https://www.retailcure.org.uk> for more information)
 - see [retailCURE Credit Union's Privacy Policy](#)
 - see [retailCURE Credit Union's Digital Banking Terms & Conditions](#)
3. **Voyager Alliance Credit Union** (visit <https://www.voyageralliance.com> for more information)
 - see [Voyager Alliance's Privacy Policy](#)
 - see [Voyager Alliance's Digital Banking Terms & Conditions](#)

The most up-to-date list of Credit Unions being served within the **Credit Union Mobile** app and **Online Banking Service** will be updated by Cornerstone Mutual Services and displayed in the list above.

Security

All reasonable measures are taken to ensure your data is protected. All online banking activity is protected by a secure certificate using the TLS1.2 standard encryption to encrypt web traffic and stop malicious attempts to hijack information. This certificate provides an industry standard level of security.

Cookies

To provide the experience and functionality you expect we store a number of cookies on your machine, this helps us to associate important information with you. For more information on cookies, please view our cookie policy at <https://www.cornerstone.coop/cookie-policy.pdf>.

External links

You may encounter links to external websites when using <https://www.cornerstone.coop>, this policy does not cover these websites and we encourage you to view each websites privacy policy before submitting any information.