

## Ferguson plc: Shareholder Privacy Notice

### Who does this notice apply to?

This privacy notice applies to you if you are a current or former registered shareholder of Ferguson plc and describes what personal information we collect, how that information is used and what your rights are in relation to that information.

The data controller of your personal information that is collected and processed for the purposes explained in this privacy notice is Ferguson plc. The data controller's representative for the purposes of this privacy notice is Ferguson plc's Company Secretary, who can be contacted using the contact details at the end of this privacy notice. In this privacy notice "we", "us" and "our" refer to Ferguson plc (Ferguson) and the Ferguson Group.

Ferguson takes the privacy and security of your personal information very seriously. We determine the purposes and way in which your personal information is collected, used and/or disclosed and managed.

### What information do we hold about you?

We collect and process personal information, including:

- your name;
- your address;
- your contact details, such as email addresses and telephone numbers, where you have provided these to us;
- details of your past and present shareholdings (including your shareholder reference number) and/or interests in shares in Ferguson, whether you hold these as legal owner or have or had a beneficial interest in them;
- your bank or building society account details into which dividends and other returns on your shares have in the past, or should in the future, be paid;
- your voting instructions, dividend elections or corporate action elections on your shares made in the past, or should in the future, be made; and
- your voice, such as may be captured by audio recording equipment at a shareholder event

### How is this personal information collected?

We collect personal information in a number of ways, including:

- by you providing it to us, either voluntarily or at our request or demand;
- if you are also an employee of the Ferguson Group;
- by third parties acting on your behalf providing certain of these details to us, such as stock brokers and other agents through whom you may have acquired or disposed of your shares or interest in shares;
- where you exercise your rights in respect of your shares, including by your attendance at general meetings and voting in person or by your casting proxy votes, whether in hard copy form or by submitting electronic instructions via the CREST system;
- from third parties who perform services on our behalf, such as our registrars who assist us with maintenance of our share registers and with the conduct of our general meetings;
- by capturing your voice on audio recording equipment, for example on any recordings made of our general meetings if you attend such meetings, and on any recordings made of other presentations to shareholders if you attend such presentations.

Equiniti (Jersey) Limited is our ordinary share registrar. Equiniti (Jersey) Limited and other Equiniti Group entities ("Equiniti") maintain the Ferguson shareholder register and processes shareholders' personal information on our behalf.

### **How is this personal information used?**

This information is processed so that we can:

- manage your shareholding in Ferguson and keep your record on the shareholder register up-to-date;
- make shareholder communications and shareholder meeting materials available to you, such as the Annual Report and the Notice of Annual General Meeting;
- allow you to exercise your rights as a shareholder, such as the right to vote at shareholder meetings;
- pay dividends to you; and
- respond to any correspondence you send to Ferguson.

The information is processed to allow us to comply with our legal obligations or to allow us to fulfil contractual obligations with shareholders or where we have a legitimate interest to process the information so that we can communicate effectively with shareholders. It is important that you notify us of any changes to your personal details (such as a change of address) so that your record on the shareholder register can be kept up to date.

### **Who will we share your personal information with?**

Your personal information will be shared where there is a legal requirement to do so, for example with regulatory agencies or government bodies. Your personal information will also be shared with Equiniti and may be shared with other trusted third parties engaged by us, such as our professional advisors or parties engaged to perform processing activities on our behalf.

### **For how long will we process your personal information?**

Your personal information will be kept for as long as is reasonably required to achieve the purposes for which it was collected. Your record on the shareholder register will be maintained while you are a shareholder of Ferguson and we will continue to retain your data after you cease to be a shareholder of Ferguson for as long as is necessary to comply with our obligations to resolve any outstanding matters relating to your shareholding or to meet legal, regulatory or tax requirements.

### **What rights to you have in relation to your personal data?**

Subject to certain exceptions, you have the right to request to access your personal information that we hold, to request that your information is rectified or deleted, to request the transfer of your personal information to another party, to request that processing of your information is restricted or to object to our processing of your personal information. In some circumstances we will not delete or stop processing your personal information when requested to do so, for example due to legal or regulatory requirements.

Please contact Equiniti if you wish to exercise any of these rights.

### **Contact us**

If you have questions regarding this Privacy Notice, please contact: Company Secretary, Ferguson plc, 1020 Eskdale Road, Winnersh Triangle, Wokingham, Berks RG41 5TS.

If you have any questions about the way in which your information is being collected or used or if you would like to exercise your rights, please contact Equiniti as follows:

- By email to: [DPO@equiniti.com](mailto:DPO@equiniti.com);
- By post to: Data Protection Officer, Equiniti, Highdown House, Yeoman Way, Worthing, West Sussex, BN99 3HH; or
- By telephone on UK: 0333 207 5962 International: +44 121 415 0196. Lines are open 8.30 am to 5.30 pm (UK time), Monday to Friday (excluding public holidays in England and Wales)

If you are not satisfied after our response or believe we are not using your personal information in line with the law, you have the right to make a complaint to the data protection authority of the United Kingdom using their website: <https://ico.org.uk/> or by calling their helpline on 0303 123 1113.

**Effective Date: 21 August 2019**