

HEATHER LETTS

NA Head of Privacy
Global Risk Management

BIOGRAPHY

Heather M. Letts, Senior Vice President is The North America Head of Privacy. Her primary responsibilities include change management initiatives surrounding Privacy Laws in North America, being a trusted risk advisor to partners in the business, including raising awareness of Risk and the overlapping programs at Northern Trust.

Prior to her current role, Heather was the Program Manager for the Global Records Information Management Compliance Program. In that role she was responsible for offering consultation to the various business units within Northern Trust on the practical application of retention to both paper and electronic records.

Prior to joining Global Compliance, Heather was the Team Leader of the Fiduciary Compliance Team in Asset Management. Her team was responsible for reviewing all marketing materials for both internal/external use and Client presentations that reference NTI products to ensure that they met the requirements set forth in the Investment Advisors Act of 1940. Heather's team was also responsible for managing the Code of Ethics process, including personal account dealing, gifts and entertainment and conflicts of interest. Heather was involved in reviewing proposed and final legislation to assess the potential impact to the Asset Management business.

Heather worked in the Global Sourcing Team. She was responsible for helping the Asset Management business units in the North American, Asia Pacific (APAC) and Europe Middle East Africa (EMEA) regions to assess current roles and responsibilities, and identify potential offshore, outsource and consolidation opportunities as part of an overall strategy to build the most efficient cost effective global operating model.

Heather was also the Chicago based manager for Performance Measurement support resources based in Bangalore. Prior to becoming a



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member of the Global Sourcing Team, Heather worked as a Senior Investment Reporting Consultant in Asset Management Performance Measurement. Heather was responsible for setting up the Asset Management Performance Measurement team in Bangalore and managing the successful transition of processes including performance account setup and consolidation setups for client performance reporting. During Heather's tenure in Performance measurement she was also responsible for providing performance analysis for Wealth Management portfolios. In addition, she trained Portfolio Managers and Investment Associates on the Performance Measurement and Client Reporting systems. Heather has performed key roles in platform conversions for Wealth Management resulting in centralized performance measurement. Heather joined Northern Trust in February of 1996 in the Public Relations department. In October 1996, she joined the Performance Measurement team. Heather was the Co-Chairperson of the Corporate Groups Diversity & Inclusion Advisory Council, a Co-Chairperson of the Asset Management Diversity & Inclusion Advisory Council, and Co-Ambassador for the 2009 United Way Campaign.

Heather earned a B.A. degree from Governors State University and an MBA from Lake Forest Graduate School of Management.

Heather earned the Certified Information Privacy Professional (CIPP-US) designation and the Certified Information Privacy Manager designation (CIPM) from the International Association of Privacy Professionals.

Heather is a member of IAPP.