

The personal data processing regulations  
of AS "PrivatBank" (Privacy Policy)  
No. 143-21-01

Table of contents:

1. General provisions.....	2
2. Legal basis and objectives of Personal data processing .....	3
3. Personal data acquisition types and data categories .....	4
4. Recipients of the Data subject's Personal data.....	5
5. Personal data security .....	6
6. Personal data processing territory .....	6
7. Duration of personal data storage.....	6
8. Data subject rights.....	6
9. Validity and amendments of the Privacy Policy .....	7
10. Contact information .....	7

## 1. General provisions

- 1.1. Personal data processing regulations (hereinafter referred to as the Privacy Policy) define the order, in which AS "PrivatBank" (hereinafter referred to as the Bank) processes personal data. The Privacy Policy is developed in accordance with the Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (hereinafter referred to as the Regulation), as well as with other applicable legal acts in the sphere of data processing.
- 1.2. The following terms are used in the Privacy Policy:
- 1.2.1. **Data subject** – any natural person, who uses, has used or plans to use the services provided by the Bank, or who is otherwise related to the services provided by the Bank;
  - 1.2.2. **Personal data** – any information related to an identified or identifiable physical entity;
  - 1.2.3. **Personal Data processing** – any activities conducted with the Personal data, including collection, registration, organizing, structuring, storage, customization or modification, recovery, browsing, usage, disclosure by sending, distributing or availability through other means, coordination or combination, limitation, deletion or destruction;
  - 1.2.4. **Bank** – AS "PrivatBank", registration number 50003086271, registered address: Muižas iela 1, LV-1010, Riga, Latvia, which operates as the Personal data controller.
  - 1.2.5. **DPO** – the employee of the Bank responsible for Personal data processing (data protection officer).
  - 1.2.6. **Data processors** – a company or an individual authorised by the Bank to execute Personal data procession of Data subjects upon request of the Bank.
  - 1.2.7. **Service** – any service provided by the Bank.
  - 1.2.8. **Supervisory authority** – the Data State Inspectorate of the Republic of Latvia ([www.dvi.gov.lv](http://www.dvi.gov.lv)).
- 1.3. The Privacy Policy is applied, when the Data subject uses, has used or plans to use the services provided by the Bank, or in case he is otherwise related to the services provided by the Bank.
- 1.4. The Privacy Policy is applied for Personal data processing, irrespective of the type of Personal data received (paper form, electronically, via phone) and whether the Bank processes them automatically or manually.
- 1.5. The Bank treats the Data subject's personal data with utmost care and does not disclose to third parties information obtained during cooperation with the Data subject regarding the Data subject and his/her received services, without freely provided, deliberate and unequivocally provided consent of the Data subject, or in cases defined by regulatory enactments.
- 1.6. Objective of the Privacy Policy:
- 1.6.1. to inform and provide explanation regarding how the Bank processes and protects Personal data available at its disposal;

- 1.6.2. to explain in which manner and for which purposes Personal data are processed;
- 1.6.3. to introduce the Data subjects with their rights according to the Regulation.
- 1.7. The Bank executes fulfilment of the necessary aggregate of the activities in order to ensure that the Data subject's Personal data processing complies with effective regulatory enactments on data protection, policies and procedures of the Bank.
- 1.8. The DPO shall be assigned by the Bank, whose task is to ensure compliance with the Regulation, as well as plan, coordinate and organise activities in the data processing and protection area in the Bank.
- 1.9. The Bank may use Personal data processors approved by the Bank for Personal data processing. Personal data processors shall ensure Personal data processing and protection in compliance and in accordance with effective regulatory enactments. Personal data processors do not have rights to use obtained information for other purposes which are not established in the contract concluded between the Data subject and the Bank for fulfilment of obligations.
- 1.10. The Process coordinator – the Data protection officer of the Bank.

## **2. Legal basis and objectives of Personal data processing**

- 2.1. The Bank shall execute legal Personal data processing based on at least one from the legal bases indicated below:
  - 2.1.1. conclusion and fulfilment of the contract on provision of services to the Data subject;
  - 2.1.2. fulfilment of requirements stipulated in regulatory enactments;
  - 2.1.3. consent of the Data subject;
  - 2.1.4. based on the contract the Bank provides services to the Data subject, ensuring legitimate interests of the Bank and/or third persons resulting from regulatory enactments.
- 2.2. **The Bank processes Personal Data for the following purposes:**
  - 2.2.1. **Maintaining and administering of services provided by the Bank:**
    - 2.2.1.1. account opening and servicing, provision of local and international payments, issue and servicing of payment cards, provision of loan granting services, transactions with financial instruments, trust, investment services;
    - 2.2.1.2. remote access to the Bank's services – use of internet and phone banking;
    - 2.2.1.3. communication with the Data subject and informing about any changes in services provided by the Bank;
    - 2.2.1.4. information of the Data subject about changes in Personal data processing;
    - 2.2.1.5. processing of received requests and complaints;
    - 2.2.1.6. within the scope of the anti-money laundering and counter terrorist financing identification and due diligence of the Data subject, including determination of origin of funds, sanction screening, verification in publicly available registries in accordance with the order specified in regulatory enactments; determination of the beneficial owner and politically exposed person's status;
    - 2.2.1.7. automated information exchange regarding financial accounts, provision of news about the Data subject to the State Revenue Service of the Republic of Latvia, if one states certain features, in accordance with regulatory enactments, which indicate the status of the Data subject as a foreign jurisdiction tax resident engaged in automated information exchange regarding financial accounts;
    - 2.2.1.8. provision of information regarding credit obligations the Data subject and implementation process thereof to the Credit Register of the Bank of Latvia;

- 2.2.1.9. supervision of fulfilment of the contract and provision of repayment;
- 2.2.1.10. verification of news regarding the Data subject in publicly available debt history databases;
- 2.2.1.11. execution of requests from law enforcement authorities, sworn bailiffs and other public institutions and officials specified in regulatory enactments.
- 2.2.2. Assessment and elimination of risks of transactions with customers:**
  - 2.2.2.1. management of the Bank's risks;
  - 2.2.2.2. evaluation of creditworthiness of the Data subject as a customer, guarantor;
  - 2.2.2.3. evaluation of creditworthiness of the Data subject and provision of relevant Bank's services;
  - 2.2.2.4. verification of news about the Data subject in publicly available registries for fraud prevention purposes.
- 2.2.3. Attraction of customers within the scope of marketing/advertising measures:**
  - 2.2.3.1 financial service offering, including individual offers;
  - 2.2.3.2 advertisements received by the Data subject via email and/or text message.
- 2.2.4. Execution of economic and administrative activities:**
  - 2.2.4.1. compliance with the Bank's certain solvency criteria, execution of revisions, provision of corporate governance;
  - 2.2.4.2. video surveillance in premises of the Bank and of the surrounding area;
  - 2.2.4.3. recording of telephone conversations for the purpose of improving the quality, as well as to ensure evidence for transactions and for communication with the Data subject;
  - 2.2.4.4. provision of credit recovery and execution of credit collection measures in cases when the Data subject/s has/have not fulfilled their obligations specified in the contract;
  - 2.2.4.5. testing of new Bank services;
  - 2.2.4.6. testing and improvement of IT systems.
- 2.3. **In any of the aforementioned cases, the Bank processes Personal data, insofar as this is allowed by the certain processing objective.**

### 3. Personal data acquisition and data categories

3.1. Amount and types of Personal data of the Data subject may differ, depending on type of cooperation with the Bank or used service of the Bank.

Personal data types are reviewed in the table below:

Data category	Examples
Identification data	Name, surname, identity number, date of birth, data of identity document, e.g., a passport, personal identification document.
Financial data	Bank accounts, ownership rights, transactions, credit liabilities, income, financial experience and investment objectives of the customer, including data collected during selection and provision of investment services, insurance services and other services related to investment risk management.
Contact information	Declared and/or actual place of residence, phone number/s, email address, language of communication.
Data on education and employment	Data on education and place of employment, sphere of activities.
Data on the family	Data on Data subject's family members, successors, on other related persons.
Data on tax residency of the Customer	Data on country of residence, taxpayer number, citizenship of the customer.
Data on relationships	The Data subject executes transactions on behalf of the third person – legal

with legal entities	entity.
Data on the origin of assets or monetary funds	Data on the Data subject's business partners and their economic activity.
Communication data	Visits of the Data subject to the Bank branches, use of ATMs, as well as is awareness about other places where the Bank services are provided; communication between the customer and the Bank via email and use of other means of communication, e.g., social media, at the Bank's website.
Location data and technical data	Data acquired from connection of the Customer to a network, e.g., IP addresses, as well as the place, where actions and transactions are executed using the customer's payment cards.
Data on contractual liabilities	Data on fulfilment or non-fulfilment of contracts, on concluded transactions, on concluded and void contracts, on submitted applications, requests and complaints.
Data on research	Data on settlement habits, losses incurred to the Bank or to third person, as well as data, which allow the Bank to take enhanced customer due diligence measures in relation to anti-money laundering and counter-terrorism financing, to make sure, that international sanctions are being complied with, including objectives of cooperation, and whether the customer is a politically exposed person.
Publicly available data	Information that can be acquired from public registers, e.g., from the Population register, from the Register of enterprises, from the Land Registry and other registries.
Habit – related data	Data on how the Data subject uses services of the Bank, namely, personal preferences, replies to survey questions.
Transaction data	Information included in payment orders.
Personal data of special category	For instance, data on customer's health condition.

#### 4. Recipients of the Data subject's Personal data

4.1. The Bank shall transfer the Data subjects' Personal data to:

- 4.1.1. the Bank's business partners engaged in provision of the Bank services, including the Bank's audit firms. Business partners, who can be both – the Bank's chosen Processors, and individual experts;
- 4.1.2. subsidiaries of the Bank;
- 4.1.3. other credit institutions and financial institutions; third persons who are engaged in execution of transactions, as well as insurance service providers and financial service intermediaries;
- 4.1.4. supervisory institutions (the Financial and Capital Market Commission, the Bank of Latvia, the State Revenue Service, the Data State Inspectorate, the Consumer Rights Protection Centre and other institutions), based on Bank's binding obligations stipulated in regulatory enactments or on requests submitted in writing.
- 4.1.5. state authorities competent in execution of requests or in cases stipulated in regulatory enactments, e.g., to the Office for Prevention of Laundering of Proceeds Derived from Criminal Activity, court, investigating authority, Prosecutor's Office, operational institutions, the Corruption Prevention and Combating Bureau, the State Treasury, State

- control and other persons specified in regulatory enactments, e.g., sworn bailiffs, sworn notaries, insolvency administrators;
- 4.1.6. operators of the publicly available databases specified in regulatory enactments (the Credit Register of the Bank of Latvia, credit information bureaux, Enterprise Register, the Office of Citizenship and Migration Affairs, etc.);
- 4.1.7. members and related persons of the EU and international settlement system;
- 4.1.8. Rating agencies.

## 5 Personal data security

- 5.1 The Bank ensures the Personal data protection and comply with the Data subject's privacy in accordance with the Regulation and other binding regulatory enactments regarding personal data processing.
- 5.2 The Bank shall execute all possible organisational, administrative, technical, physical and other security measures for Personal data protection.
- 5.3 Within the Bank one shall process Personal data to ensure the relevant personal data security and confidentiality for Personal data protection against unauthorised and unlawful processing and against accidental loss, destruction or damage.
- 5.4 The Bank shall register its executed and processed actions, maintaining the Data processing registry and upon request provide an access thereto to the data protection monitoring authority.
- 5.5 If the Bank becomes aware of violation of Personal data protection, then it shall immediately notify the supervisory institution about it. If violation of Personal data protection may cause a high risk regarding person's rights and freedoms, then the Bank shall immediately inform the person about violation of Personal data protection.

## 6. Personal data processing territory

- 6.1 Personal data are mostly processed in the European Union / European Economic Area (hereinafter referred to as EU/EEA); however, taking into account the international nature of financial services, in particular cases, Personal data can be processed in the countries outside EU/EEA. The transfer and processing of personal data outside EU / EEA can take place, in case this has a legal basis, for instance, in order to comply with applicable regulatory enactments, to fulfil a contract, or in accordance with a consent granted by a Data subject, provided that due security measures are taken for Personal data protection.
- Duration of personal data storage**

- 7.1 In order to reach objectives specified herein, time for Data storage is determined according to the Bank's binding regulatory enactments.

## 8. Data subject rights

- 8.1. The Data subject has the following rights regarding processing of his/her data:
  - 8.1.1 to request and receive information on whether the Bank processes Personal data of the Data subject; to familiarize itself with information about the Data subject, which the Bank has at its disposal, insofar as this does not contradict regulatory enactments, which prohibit data disclosure, or affects the rights of other persons without justification;
  - 8.1.2 to request a correction, or, upon necessity, supplementation of own Personal data, if they are incomplete, incorrect or non-conforming;
  - 8.1.3 to revoke his/her consent for Personal Data processing, unless Personal Data processing takes place in accordance with other legal basis;
  - 8.1.4 to object to processing of own Personal Data, e.g., in participation in surveys or receiving marketing/advertising offers;

- 8.1.5 to request a deletion of own Personal Data (the rights 'to be forgotten'), in case Personal Data are processed on the basis of a Data subject's consent, and when the Data subject has revoked his/her consent. It should be taken into consideration, that these rights cannot be exercised, in case Personal Data processing is executed in accordance with other legal basis, e.g., in order to fulfil a contract or pursuant to regulatory enactments;
- 8.1.6 to limit processing of own Personal Data pursuant to applicable regulatory enactments;
- 8.1.7 to receive own Personal Data, which are processed on the basis of a consent, or, in order to fulfil a contract, and, if possible, to transfer these Personal data to another service provider in the corresponding format, thus exercising the Data subject rights to Personal data portability;
- 8.1.8 not to be subjected to a completely automated adoption of decisions, in case adoption of such decisions has legal consequences;
- 8.1.9 to contact the Bank regarding Personal Data processing issues, or to file a complaint to the authority, which monitors data protection.

## **9. Validity and amendments of the Privacy Policy**

- 9.1. The Bank's Privacy Policy is publicly available at the Bank's website [www.privatbank.lv](http://www.privatbank.lv), section 'Terms of use of PrivatBank website', subsection 'Personal data processing', as well as in any branch of the Bank. The Bank reserves the right to unilaterally amend this Privacy Policy at any time, pursuant to applicable regulatory enactments; therefore, the Bank invites everyone to consult an up-to-date version of the Privacy Policy on a regular basis. The Bank shall inform regarding amendments to this Privacy Policy at the website; moreover, in case of significant amendments, information might also be provided through additional channels, for instance, in internet bank, at the Branches of the Bank or otherwise.

## **10. Contact information**

- 10.1 We hereby invite to contact the Bank in case of any questions or issues regarding this Privacy Policy, matters related to data processing, consent revocation, usage of the Data subject rights and complaints regarding the Personal data usage, by writing a request to the Data protection officer of the Bank:
- o address: Muižas iela 1, Rīga, LV-1134, with reference 'to the Data protection officer';
  - o email: [Datu\\_specialists@privatbank.lv](mailto:Datu_specialists@privatbank.lv);
  - o A free-of-charge phone number for enquiries (for calls from Latvia): 8000 1515;
  - o A phone number for calls from abroad: +371 67041300.