

## Erste Group Bank AG, London Branch

### Privacy Notice

#### Information on Data Protection and Data Processing

Erste Group Bank AG (London Branch) (**We, Us, Our**) are committed to safeguarding the privacy of the individuals whose personal data we handle and the personal data you have entrusted to us.

This privacy policy sets out practices regarding our handling of the personal data of individuals who we interact with during the course of providing our services and conducting our business (such as individuals who work for, or are otherwise engaged by, our clients, their affiliates and other third parties (hereafter, referred to as “**you**”). In particular, it sets out what personal data we collect, what we use it for, who we may disclose it to and what rights you have in respect of it.

#### 1. Who is the data controller?

The controller of your personal data is Erste Group Bank AG (London Branch).

You can contact us regarding this privacy policy and our data handling practices more generally via our contact details in section 11 below.

#### 2. Who is the data protection officer?

Gregor König  
Erste Group Bank AG  
Am Belvedere 1, 1100 Vienna  
Email: [datenschutz@erstegroup.com](mailto:datenschutz@erstegroup.com)

#### 3. What personal data is processed and where from?

We may collect the following personal data for the purposes set out in section 4 below.

- **Information you provide to us** - personal data including your name, address, date of birth, telephone number, employer name and job title.

- **KYC/AML and Anti-Fraud information** - information relating to your financial situation, information about any criminal convictions or regulatory or other investigations that you have been subject to or other information about you that is provided to us by you or third parties in connection with background checks that we undertake. This includes information which establishes your identity (such as your driving licence, passports and utility bills), employment-related information (such as salary information, stock options and shareholdings) and information found on publically available databases.
- **Marketing preferences information** - details of your marketing preferences (if applicable)
- **Our correspondence with you** - if you contact us or we contact you, we will typically keep a record of that correspondence (including recordings of certain incoming or outgoing emails and calls).
- **Data to satisfy legal and regulatory specifications** - any additional personal data that we are required to collect in order to satisfy our legal and regulatory obligations, including for KYC/AML purposes.

Most of the personal data that we process about you has been provided by you or another representative of your company.

In addition, we may collect personal data from the following sources:

- Publicly available sources, e.g. Companies House and the Land Registry;
- Other entities within the Erste Group Bank AG group;
- Third party agencies that assist us with our background checks; and
- State authorities or from persons acting on behalf of the government, such as criminal courts, prosecutions or court commissioners.

#### 4. For which purposes and on the basis of which legal grounds is my personal data processed?

We use your personal data in connection with the provision of our services and products. In particular, we use your personal data for the following purposes:

##### **To comply with our legal and regulatory obligations**

We are required to process your personal data under laws, regulations or regulatory rules that we are subject to, including to:

- carry out checks and monitor transactions in order to comply with laws or regulations e.g. in connection with fraud, terrorist financing, money laundering, bribery and corruption and any international sanctions which may apply. In order to comply with such laws and regulations, we may need to process information relating to criminal convictions and offences so as to investigate and compile information on suspected financial crimes and potential fraud;
- check and confirm your identity (on an ongoing basis);
- assess and consider the suitability and affordability of credit for initial credit applications and on an ongoing basis through the life of any such transaction. We are also required to process your data for regulatory reporting purposes;

- co-operate with third parties and other banks to retrieve funds which may have entered your account as a result of a misdirected transaction;
- comply with our obligations to report suspicious activities with appropriate bodies and adhere to a court order;
- deliver obligatory communications or share updates relating to service or product specific terms and conditions with customers;
- appropriately investigate, manage and resolve any complaints received;
- carry out internal investigations regarding any conduct breaches of our employees;
- effectively manage any contentious regulatory matters we may have, including investigations and litigation;
- ensure we have adequate and effective processes to spot, monitor and correctly report any risks we may be exposed to;
- immediately investigate emergencies on our properties and correctly report them if required;
- ensure the correct continued running of our systems and facilities in response to incidents of disruption;
- monitor any real or potential market abuse (including insider dealing and market manipulation) and conflicts of interest; and
- comply with our obligations to record telephone conversations and electronic communications.

### **For our legitimate business interests**

We may also use your personal data where it is necessary for our legitimate interests (which are not outweighed by your rights and freedoms), including our legitimate interest to improve our risk management, communicate with our clients and to defend our legal rights, including:

- to communicate with you in order to maintain good business relations with our clients and to resolve any queries that they may have;
- to keep you informed of any services that we are running or events that we are offering;
- to record telephone conversations with our employees for training purposes;
- to defend or establish any legal claims;
- to maintain the security of our IT security and business continuity practices; and
- in connection with any reorganisation, merger, sale, assignment or transfer of any portion of our business, assets or stock.

### **Processing on the basis of consent**

Where we process criminal records data, or other similarly sensitive personal data, related to you, we will typically do so on the basis that it is necessary for the establishment, exercise or defence of legal claims or because it is necessary for reasons of substantial public interest (for example for the purposes of the prevention or detection of fraud). In the limited circumstances where we are unable to rely on another legal basis for processing such personal data, we will collect your prior consent to such processing. Where required by applicable laws, we may also collect your consent in order to send you marketing materials.

In all cases where you have given your consent, you can withdraw it at any time by contacting us via the

contact details in section 11 below. Please be aware that in many scenarios the withdrawal of consent may impact our ability to continue to do business with you or the company that you represent.

## 5. Am I obliged to provide my personal data? What happens if I don't want to do so?

In many cases, we are unable to establish a legal relationship with our corporate clients and partners without processing certain information of the directors, employees and other representatives of those corporate entities. If you refuse to provide us with the relevant information, we may be unable to provide our services to the companies that you represent or enter into a contractual partnership with such companies.

## 6. Is there decision-making based on automated processing – e.g. profiling?

We do not make any decisions about you on a solely automated basis.

## 7. To whom do you transmit my personal data?

We may share your personal data to third parties in connection with the purposes set out in section 4 above. These third parties may include:

- Our affiliates within the wider Erste Group Bank AG group, who require this information for their own legal and compliance purposes;
- Anti-fraud organisations, legal, regulatory, government, fraud-prevention or law enforcement authorities in cases of suspected criminal activity or contravention of law, for the detection and prevention of fraud, or when required to satisfy the legal or regulatory requirements of governments or regulatory authorities or to comply with a court order;
- Third parties appointed or utilised by us to process your personal data on our behalf, e.g. for IT and back office services and / or KYC related checks. These third parties are contractually obliged to treat your personal data confidentially and to only process it for the purposes of performing the relevant services; and
- Third parties to whom we have a legal obligation to share your personal data, such as other financial institutions.

## 8. Is my personal data transferred outside the EEA?

We, and our service providers, may transfer your personal data to countries which are outside the European Economic Area (the EEA).

Where we transfer personal data from inside the European Economic Area (the EEA) to outside the EEA, we may be required to take specific additional measures to safeguard the relevant personal data. Certain countries outside the EEA have been approved by the European Commission as providing essentially equivalent protections to EEA data protection laws and therefore no additional safeguard are required to export personal data to these jurisdictions. In countries which have not had these approvals (see the full list [http://ec.europa.eu/justice/data-protection/international-transfers/adequacy/index\\_en.htm](http://ec.europa.eu/justice/data-protection/international-transfers/adequacy/index_en.htm)) we will establish legal grounds justifying such transfer such as EU commission-approved model contractual clauses, or other legal grounds permitted by applicable legal requirements.

## 9. How long is my personal data stored?

Your personal data is stored for as long as it is necessary for the performance of the relevant purposes for which the information was collected, and any other permissible, related purpose or for such period as we are required to retain data under applicable law. For example, we may retain certain transaction details and correspondence until the time limit for claims arising from the transaction has expired, or to comply with regulatory requirements regarding the retention of such data. When personal data is no longer needed, we either irreversibly anonymise the data (and we may further retain and use the anonymised information) or securely destroy the data

## 10. Which rights do I have?

Under European data protection law, you may have certain rights regarding your personal data, including requiring us to do the following:

- **Access** - provide you with further details on the use we make of your information and to ask us to provide you with a copy of information that you have provided to us;
- **Rectification** – update any inaccuracies in the personal data that we hold;
- **Erasure** – delete any personal data that we no longer have a lawful ground to use;
- **Restriction of the processing** – restrict how we use your information whilst a complaint is being investigated;
- **Data portability** – transmit the personal data you have provided to us and we still hold about you to a third party electronically;

You may also:

- **Object** – object to any processing based on the legitimate interests ground unless our reasons for

- undertaking that processing outweigh any prejudice to your data protection rights;
- **Object to marketing** – object to us sending you marketing communication at any time;
- **Withdrawal of consent** – where processing is based on consent, withdraw your consent so that we stop that particular processing; and
- **Decisions that are not exclusively based on an automated processing** – have the right not to be subject to certain automated decision making including profiling.

You can exercise these rights by contacting us via the contact details in section 11 below. Your exercise of these rights is subject to certain exemptions to safeguard the public interest (e.g. the prevention or detection of crime) and our interests (e.g. the maintenance of legal privilege). If you exercise any of these rights we will check your entitlement and respond in most cases within a month.

## 11. How can I contact you?

You may exercise any of the rights in section 10 above as follows:

- by contacting us by post at:

Erste Group Bank AG (London Branch)  
Attn: Local Data Protection Manager  
24th Floor, 110 Bishopsgate  
London, EC2N 4AY

- By contacting us by email at:

[EBLBDataProtection@erstegroup.com](mailto:EBLBDataProtection@erstegroup.com)

Before responding to your request to exercise your rights we may request more information regarding your identity. This is to ensure that we only give authorised persons access to your data.

If you have any questions about how we handle your privacy, please contact us at the contact details set out above or get in touch with your data protection officer at:

Gregor König  
Erste Group Bank AG  
Am Belvedere 1, 1100 Vienna

Email: [datenschutz@erstegroup.com](mailto:datenschutz@erstegroup.com)

If you are not happy with how we have handled a request of yours or wish to complain about our privacy practices, you may also lodge a complaint with the responsible supervisory authority using the following details:

**The Information Commissioner's Office**

Water Lane, Wycliffe House, Wilmslow, Cheshire, SK9 5AF

Tel. +44 1625 545 745

Email: [international.team@ico.org.uk](mailto:international.team@ico.org.uk)

## 12. Changes to our privacy policy

We may change the content of this privacy policy from time to time in the future. Please refer to our web site <https://www.erstegroup.com/en/corporates/develop-foreign-markets/foreign-branches>. Otherwise you are welcome to contact us at any time for the most up-to-date copy of our privacy policy using the contact details in section 11 above.

Last update: 25 May 2018