

POTENTIAL RECIPIENTS

At times it may be necessary for other persons to receive your personal data. For instance, this may be required by law or necessary for the performance of a mandate. Here is an overview of the potential recipients of your data. Please bear in mind:

- an entry in this list does not necessarily mean that the data will be sent to all recipients in your case.
- not every recipient will necessarily receive all the personal data we have.

1. Processors

We need to call in processors, including sub-processors, to enable us to provide our Services. Processors are legally and contractually bound to process your personal data only for our purposes and on the basis of our instructions (Article 28 GDPR). In this sense, they act as the "extended arm" of the bank. Processors may be located in the European Economic Area (EEA) or outside it, in a so-called "third country". If a processor is located in a third country, we will state the legal basis on which the transfer is based separately. In any case, however, the following applies: all customer data are securely stored in a data centre in Austria.

Processor	Country	EEA/Third country
360 unlimited GmbH	Austria	EEA
A1 Telekom Austria AG	Austria	EEA
ABBYY Europe GmbH	Germany	EEA
Aberidis Johannes	Austria	EEA
Accenture GmbH	Austria	EEA
ACP IT Solutions GmbH	Austria	EEA
ADASTRA, s.r.o.	Slovakia	EEA
Adobe Systems Software Ireland Limited	Ireland	EEA
Advanced Dynamics GmbH	Germany	EEA
Agentex GmbH Agentur für IT-Experten	Austria	EEA
AlphaTax S.à r.l.	Luxembourg	EEA
Anadeo Consulting GmbH	Austria	EEA
Anaplan Limited	Netherlands	EEA
APC Business Services GmbH	Austria	EEA
APC IT Solutions GmbH	Austria	EEA
Atos IT Solutions and Services GmbH	Austria	EEA
AUSTRIA CARD-Plastikkarten und Ausweissysteme Gesellschaft m.b.H.	Austria	EEA
Avanade Österreich GmbH	Austria	EEA
AXIANS ICT Austria GmbH	Austria	EEA
Bausparkasse der österreichischen Sparkassen AG	Austria	EEA
BeeOne GmbH	Austria	EEA
BeKa-Software GmbH	Austria	EEA
BEKO Engineering & Informatik GmbH & Co KG	Austria	EEA
BGK GmbH & Co KG Berater für Unternehmensentwicklung	Germany	EEA
BI Services GmbH	Austria	EEA
BlueSoft sp. z.o.o.	Slovakia	EEA
BREAKUP Consulting GmbH	Austria	EEA
Bwise Germany GmbH	Germany	EEA
ByteSource Technology Consulting GmbH	Austria	EEA
CAIXABANK S.A.	Spain	EEA
CapgeminiConsulting Österreich AG	Austria	EEA
Cognosec GmbH	Austria	EEA

Compass-Verlag GmbH	Austria	EEA
Computer Futures-Sthree GmbH	Germany	EEA
Consourcive GmbH	Austria	EEA
Content Creator s.r.o.	Slovakia	EEA
COPS Ges. f. angewandte Systemanalyse und Programmierung Ges. m.b.H	Austria	EEA
Cornfields Consulting GmbH	Austria	EEA
Crealogix (Austria) GmbH	Austria	EEA
CRIF GmbH	Austria	EEA
cyberDOC GmbH & Co KG	Austria	EEA
Cybertec Schönig & Schönig GmbH	Austria	EEA
Data Square GmbH	Austria	EEA
DB Masters GmbH	Austria	EEA
d-fine Austria GmbH	Austria	EEA
DI Mayer KG	Austria	EEA
Diebold Nixdorf GmbH	Austria	EEA
Digispectrum media technology services GmbH	Austria	EEA
Dimension Data Austria GmbH Accounting	Austria	EEA
DIMOCO Messaging GmbH	Austria	EEA
Dipl. Ing. Peter Trummer	Austria	EEA
DMC 01 Consulting and Development GmbH	Austria	EEA
dormakaba Austria GmbH	Austria	EEA
DreiKreis Consulting GmbH	Austria	EEA
E&O Solutions GmbH	Austria	EEA
EBV - Erste Bank & Sparkassen Leasing GmbH	Austria	EEA
edudip GmbH	Germany	EEA
efectus GmbH	Austria	EEA
eFonds AG	Germany	EEA
EN GARDE Interdisciplinary GmbH	Austria	EEA
EQS Group AG	Austria	EEA
Ernst & Young Wirtschaftsprüfungsgesellschaft m.b.H.	Austria	EEA
Erste Bank der oesterreichischen Sparkassen AG (für KundInnen der Erste Group Bank AG und der Sparkassen)	Austria	EEA
Erste Group Bank AG (für KundInnen der Erste Bank Oesterreich und Sparkassen)	Austria	EEA
Erste Group Card Processor d.o.o.	Croatia	EEA
Erste Group IT International GmbH	Austria	EEA
Erste Group Services GmbH	Austria	EEA
Erste Group Shared Services (EGSS), sro	Czech Republic	EEA
eurodata comesio GmbH	Austria	EEA
Expleo Group Austria GmbH	Austria	EEA
Fano Alexander Friedrich	Austria	EEA
Figo GmbH	Germany	EEA
finleap connect GmbH	Germany	EEA
FinTecSystems GmbH	Germany	EEA
Fluxicon V.O.F.	Netherlands	EEA

Fujitsu Technology Solutions GesmbH	Austria	EEA
Gasser Consulting GmbH	Austria	EEA
GELDSERVICE AUSTRIA Logistik für Wertgestionierung und Transportkoordination G.m.b.H.	Austria	EEA
George Labs GmbH	Austria	EEA
Goosefraba GmbH	Austria	EEA
Gruhn Stefan	Austria	EEA
GRZ IT Center Linz GmbH	Austria	EEA
HARALD LENZ GmbH	Austria	EEA
Hays Österreich GmbH	Austria	EEA
HCL GmbH	Germany	EEA
HCL Technologies Limited	India	Third Country (Standard Data Protection Clauses pursuant to Art 46 (2) c GDPR)
IBM GmbH	Austria	EEA
IconicChain Oy	Finland	EEA
ID Now GmbH	Germany	EEA
IMAS International Institut für Markt- und Sozialanalysen Ges.m.b.H.	Austria	EEA
Infinica GmbH	Austria	EEA
Informatics HR Services GmbH	Austria	EEA
Information Builders Inc.	Germany	EEA
InfraSoft Datenservice GmbH	Austria	EEA
Ing. Michael Mittermüller	Austria	EEA
Ing. Thomas Diem	Austria	EEA
Innovative Consulting s.r.o	Slovakia	EEA
Integral Meinungs- und Marktforschungsges.m.b.H.	Austria	EEA
Intermarket Bank AG	Austria	EEA
ISTAC Service GmbH	Austria	EEA
IT Power Services GmbH	Austria	EEA
IT Royer Informationstechnologie Dipl.-Ing. Günter Royer	Austria	EEA
ITC Infotech India Limited	India	Third Country (Standard Data Protection Clauses pursuant to Art 46 (2) c GDPR)
ITECON SLOVAKIA s.r.o	Slovakia	EEA
Itiviti SAS	Frankreich	EEA
It's Value Technology B.V.	Niederlande	EEA
IVTI INTERNATIONAL VOICE TECHNOLOGY INSTITUTE LTD.	Cyprus	EEA
k25 Wolfgang Hemmerich Grafik	Austria	EEA
Kammleitner Hannes	Austria	EEA
KOBIL Systems GmbH	Germany	EEA
Kofler Peter Dr.	Austria	EEA
KPMG Austria GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft m.b.H.	Austria	EEA
LEXOMI GmbH	Austria	EEA
Lindtner + Partner Communication GmbH	Austria	EEA
Lucht Probst Associates GmbH	Germany	EEA
Mag. Calin Lukas	Austria	EEA

Mastercard Europe SA	Belgium	EEA (If payments are processed via a node in a third country, e.g. the USA: Binding Corporate Rules pursuant to Art 46 (2) b GDPR, https://www.mastercard.us/content/dam/mccom/global/documents/mastercard-bcrs.pdf)
mayato AT GmbH	Austria	EEA
Mayu IT Solutions S.L	Spanien	EEA
McKinsey & Company Inc. Austria	Austria	EEA
Microsoft Ltd.	Ireland	EEA
Momentum Agentur Zusammenarbeit GmbH	Austria	EEA
Müller Frank	Austria	EEA
Nagarro GmbH	Austria	EEA
Nagarro Software Private Limited	India	Third Country (Standard Data Protection Clauses pursuant to Art 46 (2) c GDPR)
netcetra AG	Switzerland	Third Country (Adequacy Decision of the EU Commission pursuant to Art 45 (3) GDPR)
netcetra DOOEL	North Macedonia	Third Country (Standard Data Protection Clauses pursuant to Art 46 (2) c GDPR)
New Frontier Solutions GmbH	Austria	EEA
Nice Advice GmbH	Austria	EEA
nonblocking.at gmbh	Austria	EEA
Nordcloud Österreich	Austria	EEA
Nowak-Werbeartikel Thomas Derhaschnig e.U.	Austria	EEA
OM Objektmanagement GmbH	Austria	EEA
Oracle Austria GmbH	Austria	EEA
Oracle Slovensko spol. s.r.o.	Slovakia	EEA
Österreichische Post AG	Austria	EEA
Österreichischer Sparkassenverband	Austria	EEA
Payment Services Austria GmbH	Austria	EEA
Pegasystems Limited	United Kingdom of Great Britain and Northern Ireland	Third Country (Interim provision for transmission of personal data to the United Kingdom pursuant to the Trade- and Cooperation Agreement OJ EU, L 444, 14 dated 31.12.2020. In addition Standard Data Protection Clauses pursuant to Art 46 (2) c GDPR)
Procurement Services GmbH	Austria	EEA
project:culture Unternehmensberatung GmbH & Co KG	Austria	EEA
Raiffeisen Informatik GmbH	Austria	EEA
Redbull Mediahouse GmbH	Austria	EEA
Refinitiv Austria GmbH	Austria	EEA
Regolith GmbH	Austria	EEA
RIM Management KG	Austria	EEA
s IT Solutions AT Spardat GmbH	Austria	EEA
s MS Marktservice für Sparkassen GmbH	Austria	EEA
s Service Center GmbH	Austria	EEA
Salt Edge Inc.	Canada, Moldova	Third Country (Adequacy Decision of the EU Commission pursuant to Art 45 (3) GDPR for Canada, Standard Data Protection Clauses pursuant to Art 46 (2) c GDPR for Moldova)
SAS Institute Software GmbH	Austria	EEA
Schidl Consult KG	Austria	EEA
Schneider Ines Melanie	Austria	EEA
Schwarz & Schwarz EDV GmbH	Austria	EEA

sDG Dienstleistungsgesellschaft mbH	Austria	EEA
SEC Consult Unternehmensberatung GmbH	Austria	EEA
Sensor Marktforschung Ges.m.b.H.	Austria	EEA
SEQIS GmbH	Austria	EEA
ServiceNow Nederland BV	Netherlands	EEA
SII sp.z o.o.	Poland	EEA
Sixsentix doo	Serbia	Third Country (Standard Data Protection Clauses pursuant to Art 46 (2) c GDPR)
Sixsentix GmbH	Austria	EEA
so:consult GmbH	Austria	EEA
Softip a.s.	Slovakia	EEA
Software GmbH Österreich	Austria	EEA
Software Quality Systems GmbH	Austria	EEA
Softwareexperts GmbH	Austria	EEA
Sourcy Software & Services GmbH	Austria	EEA
Spitz e.U. Unternehmens-und Organisationsberatung	Austria	EEA
Springeloo GmbH	Austria	EEA
SQS India BFSI Limited	India	Third Country (Standard Data Protection Clauses pursuant to Art 46 (2) c GDPR)
SThree Austria GmbH	Austria	EEA
Tagetik Austria GmbH	Austria	EEA
targit GmbH	Austria	EEA
Taron Digital GMBH	Austria	EEA
Tedeg GmbH	Germany	EEA
tesena s.r.o.	Czech Republic	EEA
The Boston Consulting Group (Austria) GmbH	Austria	EEA
ThreatMark s.r.o.	Czech Republic	EEA
True Wealth AG	Switzerland	Third Country (Adequacy Decision of the EU Commission pursuant to Art 45 (3) GDPR)
TSG EDV – Terminal-Service GmbH	Austria	EEA
T-Systems Austria GmbH	Austria	EEA
Unisys GmbH	Austria	EEA
Usersnap GmbH	Austria	EEA
Visa Europe Ltd.	United Kingdom of Great Britain and Northern Ireland	Third Country (Interim provision for transmission of personal data to the United Kingdom pursuant to the Trade- and Cooperation Agreement OJ EU, L 444, 14 dated 31.12.2020. In addition Standard Data Protection Clauses pursuant to Art 46 (2) c GDPR)
wavemaker GmbH	Austria	EEA
WIGeoGIS GmbH	Austria	EEA
XEBO Consulting GmbH	Austria	EEA
zeb.rolfes.schierenbeck.associates gmbh	Austria	EEA

2. Public authorities and institutions

In some cases we may be legally required to transfer your personal data to a public authority or institution, or we may have a legitimate interest in doing so. These authorities or institutions may be based in Austria or abroad (EEA or a third country). The relevant recipients include:

Type of authority	Example
Financial market authorities	Financial supervisory authority, Austrian National Bank, European Central Bank
Tax authorities	Inland revenue offices, Ministry of Finance, foreign tax authorities. For further information please go to https://www.sparkasse.at/sgruppe/privatkunden/konto-karten/vorteile-services/services/rechtliches/bankenpaket-2015
Security and law enforcement agencies, law courts	Criminal police, Public Prosecutor's office, money laundering reporting office, criminal courts
Public registers, if we make the query	Central Census Bureau, Companies Register
Persons with a public service mission	Court commissioners, insolvency administrators/liquidators

If you have commissioned us to handle a subsidy on your behalf, or if you receive public grants, the data required for this purpose will be passed on to the respective funding body (e.g. state/provincial governments, Federal Ministry of Education, Science and Culture).

3. Law firms, debt collection firms, tax consulting firms, chartered accountants and economic consultants, bank auditors

In order to comply with our legal obligations, to be able to exercise our rights or on account of a legitimate interest, it may be necessary for us to pass on your data to one of the aforementioned enterprises, or for them to at least potentially gain access to them. These enterprises are considered independent data controllers from a data protection perspective. It goes without saying that they are obliged to maintain confidentiality and to safeguard data protection.

4. Other recipients

In some cases we may need to transfer your personal data to other recipients in order to provide our services or to fulfil your mandates /commissions. Below you will find an exemplary overview of potential recipients. These recipients do not process your data based on our instructions. Therefore, from a data protection perspective, they are considered independent data controllers. They are naturally also obliged to maintain confidentiality and to safeguard data protection. Details will be available from the information concerning the product or service in question. Please note that in this context data may be transferred to a third country (i.e. outside the EEA).

Recipient type	Examples	Grounds for transfer
Data bases showing creditworthiness	KSV1870	Legitimate interest, legal obligation
Product and cooperation partners	Wiener Städtische Versicherung AG Vienna Insurance Group, Bausparkasse der österreichischen Sparkassen Aktiengesellschaft, Falstaff Verlags-GesmbH	Brokering of products and other services upon customer's inquiry
Advocacy groups and arbitration bodies	Chamber of Labour, Association for Consumer Information, the Federal Ministry responsible for consumer protection, Ombud for Equal Treatment	If you use the services of an advocacy group or an arbitration body and they contact us upon your instruction.

Operators of and participants in financial infrastructures	Clearing and settlement agents (e.g. EBA Clearing), intermediary banks for foreign currency transactions, SWIFT and SWIFT Community	Performance of your mandates; regulatory requirements; preventing and combatting fraud; and prevention of money laundering and terrorist funding.
Depositories for trading in securities/financial instruments	Citibank	<p>In principle, you as the final customer will not appear by name at a depository.</p> <p>Instead, your Bank will carry out a mandate on your behalf. In the following cases, however, it may be necessary to disclose your data to a depository:</p> <ul style="list-style-type: none"> - If you apply for tax exemption or reduction, or if the relevant market otherwise requires you to complete a tax document. - For segregated deposits in Beneficial Owner markets. - To protect dividend and/or shareholder rights claims outside the EU. - To prevent restrictions on disposal applicable outside the EU - To enforce capital action mandates placed / issue instructions for these mandates. - For the prevention of money laundering or terrorist financing. <p>In all but the last case, you will be contacted at any rate should disclosure be required. Details will be provided in each case.</p> <p>The list of depositories (sub-custodians) is available here.</p>
Credit institutions, bodies and persons within the association of savings banks, Erste Bank and Erste Group (Verbund der Sparkassen, Erste Bank und Erste Group)	Sparkassenverband, Sparkassen-Haftungs GmbH	If the transfer is necessary due to a legitimate interest or a legal obligation
Credit institutions outside the association of savings banks, Erste Bank and Erste Group (Verbund der Sparkassen, Erste Bank und Erste Group)		Performance of mandates (e.g. transfer to a third-party bank, or in the case of a lien), compliance with legal obligations, measures to combat and prevent money laundering and terrorist funding, fraud prevention.
Validation services	Rundfunk und Telekom Regulierungs-GmbH (radio and telecommunications regulatory company)	Where this is necessary to verify a digital signature or seal transmitted by you.
Listed companies in which you hold a qualified interest		Legal shareholder identification obligation pursuant to the Austrian Stock Exchange Act

4. Cookies and other analytical services

We use cookies and other analytical services for our online services. More detailed information is available [here](#).