

## DANSKE BANK PRIVACY NOTICE

Applicable from 31. March 2020 in Latvia

### INTRODUCTION

Danske Bank A/S ("we", "us") is a financial institution that offers financial advice and services to its customers. Danske Bank A/S is the data controller of your personal data processed as described in this Privacy Notice.

In the course of our business, we register and use information about you (personal data). We do so to offer you the best advice and solutions, fulfil agreements with you and comply with legal requirements.

We protect your data and privacy by taking all relevant measures in accordance with applicable legislation.

This Privacy Notice describes how Danske Bank Group look after your personal data and the privacy rights you are granted by law if you have been customer of Danske Banks A/S through Danske Bank A/S Latvia branch.

Please note that Danske Bank A/S has decided to close the Danske Bank A/S Latvia branch. This means that Danske Bank A/S Latvia branch will no longer be your contact point for data processing and for submitting data processing related requests under this Privacy Notice. Danske Bank A/S together with its branch in Lithuania will be your contact point for data processing and for submitting data processing related requests (please see section "CONTACT DETAILS AND HOW YOU CAN COMPLAIN" below).

This Privacy Notice applies to personal data about individuals who have been customers of Danske Banks A/S through Danske Bank A/S Latvia branch. This Privacy Notice also applies to all personal data relating to other natural persons in the course of a professional activity, such as the employees of business customers. In this case in the course of our business, we process information about you (personal data), when you interact with us as an individual who is connected with a Business Customer of ours. You could be an authorised signatory, a beneficial owner, a director, an employee, a guarantor, a pledgor or a third party connected to our customer.

### WHEN DO WE PROCESS YOUR PERSONAL DATA?

We process data about you to offer you the best advice and solutions, keep your finance safe, fulfil agreements with you, and comply with the legal requirements that apply to us as a financial institution.

This means that we process personal data when

- you have made or you are considering making an agreement with us for a service or product, cf. GDPR<sup>1</sup> art. 6.1(b)
- you have granted us consent to use your personal data for a specific purpose, cf. GDPR<sup>1</sup> art 6.1(a)
- it is our legal duty, cf. GDPR art. 6.1(c), for example, in accordance with
  - Credit Institution Law [Kredītiestāžu likums]
  - Law on the Prevention of Money Laundering and Terrorism Financing [Noziedzīgi iegūtu līdzekļu legalizācijas un terorisma finansēšanas novēršanas likums]
  - Law on Taxes and Duties [Par nodokļiem un nodevām]
  - Law on Accounting [Par grāmatvedību]
  - Law on Payment Services and Electronic Money [Maksājumu pakalpojumu un elektroniskās naudas likums]
  - Financial Instrument Market Law [Finanšu instrumentu tirgus likums]

<sup>1</sup> Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with

- Consumer Rights Protection Law [Patērētāju tiesību aizsardzības likums]
- it is necessary to pursue a legitimate interest of Danske Bank, cf. GDPR<sup>1</sup> art. 6.1(f). For example, this may be for documentation and security purposes, to prevent and detect money laundering, to prevent and detect fraud, abuse and loss, to strengthen IT and payment security and for direct marketing purposes. We will do so only if our legitimate interest in each case is not outweighed by your interests or rights and freedoms.
- when you interact with us as an individual who is connected with a Business Customer of ours, we may process your personal data for any of the following purposes, depending on the capacity in which you interact with us:
  - Meeting our obligations and providing services and products to our customers
  - Complying with applicable law, including anti-money laundering legislation
  - For administrative purposes, including to secure and maintain our internal systems, platforms and other digital applications
  - Upholding an adequate level of security when you visit our premises
  - Carrying out controls to prevent fraud and financial crime
  - Managing the customer relationship, including marketing of services and products

### WHAT PERSONAL DATA DO WE PROCESS?

Depending on the services or products you have ordered or are interested in, we process different kinds of personal data, including

- basic personal data, e.g. your name, contact information and personal identification code
- financial information, e.g. income, collateral, debt or credit rating
- information about your education, profession or work
- information about your family and household
- your documentary data, e.g. photocopies of identification document, driver's license, birth certificate
- details about the services and products we provide to you, how you use them and your preferences towards them

#### Sensitive personal data

We register sensitive personal data only when we need it to advise you on or offer you a product or service. We will seek your explicit consent to register sensitive personal data cf. GDPR art. 9.2(a), unless we are permitted to register sensitive data without your consent by law cf. GDPR art. 9.2(f), for example when exercising our legal claims.

Sensitive personal data we may register includes

- trade union membership information
- information about your health and your genetic background, e.g. inherited health qualities, and bio-metric data, e.g. facial image
- information about your religious or philosophical beliefs

Finally, we process sensitive data that can appear in relation to budget or background information you give us and transactions you ask us to initiate.

We may also process other personal data if needed to provide you with specific products or services or we are required by law to do so.

Our ability to offer you the best advice and solutions very much depends on how well we know you. Consequently, it is important that the information you provide is correct and accurate and that you keep us updated on any changes.

regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation)

## WHY AND HOW DO WE REGISTER AND USE YOUR PERSONAL DATA?

Due to closure of Danske Bank A/S Latvia branch, Danske Bank A/S will no longer register or collect personal data through Danske Bank A/S Latvia branch.

Personal data collected through Danske Bank A/S Latvia branch will be retained by Danske Bank A/S as long as it is needed for the purpose for which the data were registered and used by Danske Bank A/S through Danske Bank A/S Latvia branch. Such purposes, at the time of data collection, were the following.

The provision of financial services and products\*, including

- payment services
- accounts
- loans and credits
- digital banking solutions
- investment services and advice
- insurance services

The provision of certain services and products, including

- customer care, advice and administration
- credit assessment
- developing and managing our products, services and business, including to test our systems
- marketing of our services and products
- setting fees and prices for our services and products
- identifying and verifying our customers
- risk management
- recovering outstanding debt
- protecting you and Danske Bank against fraud
- complying with legal requirements

Personal data may have been collected directly from you or by observing your actions, for example when

- you fill out applications and other forms for ordering services and products
- you submit specific documents to us
- you talk to us on the phone. When you call us or when we call you at your request or to follow up on your inquiry, conversations may be recorded and stored due to documentation and security purposes. Before an employee answers the call or before you enter the queue, you will be notified if the call will be recorded. In few situations, e.g. in case of long waiting time, your call can though be redirected to a non-recorded employee without notifying you. If we talk with you about investment services, we are obliged to record and store our telephone conversation.
- you use our website, mobile applications, products and services
- you participate in our customer surveys or promotions organised by us
- you communicate with us via electronic media, including for instance e-mails

\* Please note that after the closing of the Danske Bank A/S Latvia branch, Danske Bank will no longer provide or market financial services in Latvia, with the exception of a limited set of technical support and services in relation to the services provided to existing clients that have been taken up prior the closing of Danske Bank A/S Latvia branch.

## HOW LONG DO WE STORE YOUR PERSONAL DATA?

We keep your data only for as long as it is needed for the purpose for which your data were registered and used. Therefore, we keep your information as long as we are providing a financial service or product to you. When your business connection with us has terminated we normally keep your data for a further 7 years. This is primarily due to our obligations under the bookkeeping and anti-money laundering

regulations and requirements from the Financial Supervisory Authority. For example:

In accordance with the Law on the Prevention of Money Laundering and Terrorism Financing we may store data, documents and records at least for five years following the end of business relationships.

In certain circumstances we keep your information for a longer period of time. This is the case for example:

- if your personal information form part of our calculation of our capital requirements then we may keep your information for up to 20 years,
- If the statute of limitation is 10 years then we may keep your data for up to 10 years.
- if required due to other regulatory requirements

## THIRD PARTIES AND YOUR PERSONAL DATA

### Personal data from third parties

We receive and collect personal data from third parties, for instance

- Shops, banks, payment and services providers when you use your credit or payment cards, Danske eBanking or other payment services. We register and use the data to execute payments and prepare account statements, payment summaries and the like.
- a state registrar, such as the commercial register, population register, credit register and other publicly accessible sources and registers. We register and use the data, for example to check accuracy of the data.
- Entities of Danske Bank Group (if we have your consent), credit rating agencies and payment default registers. We register and use the data to perform credit assessments..
- Entities of Danske Bank Group. We register and use data from their notifications to the Office for Prevention of Laundering of Proceeds Derived from Criminal Activity (FIU Latvia) in accordance with anti-money-laundering legislation.
- Entities of Danske Bank Group and business partners (including correspondent banks and other banks) if we have your consent or statutory provisions allow. We process the data for example to enable you to use banking services abroad.

### Third parties that we share your personal data with

In some instances, we may share personal data with third parties inside or outside the Danske Bank Group:

- If you have asked us to transfer an amount to others, we disclose data about you that is necessary to identify you and fulfil the agreement.
- We disclose data about you to public authorities as required by law or according to court orders, on request of the police, the bailiff or other authorities, including to the Financial and Capital Market Commission, the Office for the Prevention of the Laundering of the Proceeds Derived from Crime, the courts, the investigative institutions, the Office of the Prosecutor, the bailiffs, the State Revenue Service and other institutions in accordance with the Credit Institution Law.
- We may also disclose data to regulators, such as the Danish Financial Supervisory Authority (Finanstilsynet), law enforcement agencies and authorities in Denmark and other countries, including countries outside the EU and the EEA, in connection with their duties under applicable law.
- We may disclose data with your consent or if permitted under existing legislation internally within the Danske Bank Group and to external business partners (including correspondent banks and other banks).
- We share your personal data with credit rating agencies. If you default on your obligations to Danske Bank, we may report you to credit rating agencies and/or payment default registers in accordance with applicable regulation.
- In connection with IT development, hosting and support, we transfer personal data to data processors, including data processors in third countries outside the EU and the EEA and we do that to Danske Bank India. We ensure that your rights are

safeguarded and that the level of protection is maintained in connection with such data transfers by using, for example, standard contracts approved by the European Commission or Danish Data Protection Agency or Data Protection Inspectorate in Latvia. You can get a copy of the standard contract by contacting us.

- We may disclose your data to other parties to the extent it relates to assignment of claims, our business transfer, merger, acquisition or reorganisation of business in whole or in part or in the process of implementation of similar business changes, including, but not limited to potential or existing business purchasers and their advisers.

## PROFILING AND AUTOMATED DECISIONS

### Profiling

Profiling is a form of automated processing of your personal data that we use. We use profiling and data modelling for among other purposes: to be able to offer you specific services and products that meet your preferences, prevent anti-money laundering, determine prices of certain services and products, detect fraud and fraud risk, evaluate the likelihood of default risk, value assets and for marketing purposes.

### Automated decision-making

With automated decision making, we use our systems to make decisions based on the data we have about you. We use automated decisions for example to approve loans or credit cards and to prevent fraud. Automated decision making helps us make sure that our decisions are quick, fair, efficient and correct, based on what we know.

## YOUR RIGHTS

### Insight into your personal data

You can obtain insight into the personal data we registered and use, where it comes from and what we use it for. You can obtain information about for how long we store your data and about who receives data about you, to the extent that we disclose data in Latvia, Lithuania, Denmark and abroad. Your right of access may, however, be restricted by legislation, protection of other persons' privacy and consideration for our business and practices. Our know-how, business secrets as well as internal assessments and material may also be exempt from the right of insight.

### Manual processing

You can obtain insight into how an automated decision was made and the effects of the decision, and you are entitled to manual processing of any automated assessment.

### Right to object

In certain circumstances, you have the right to object to our processing of your personal information including when we rely on our legitimate interest to process your personal information.

You have the right to object to our use of your personal information for direct marketing purposes, including profiling that is related to such purpose.

### Correction or erasure of Danske Bank's data

If the data is incorrect, incomplete or irrelevant, you are entitled to have the data corrected or erased with the restrictions that follow from existing legislation and rights to process data. These rights are known as the "right to rectification", "right to erasure" or "right to be forgotten".

### Restriction of use

If you believe that the data we have registered about you is incorrect, or if you have objected to the use of the data, you may demand that we restrict the use of these data to storage. Use will only be restricted to storage until the correctness of the data can be established, or it can be checked whether our legitimate interests outweigh your interests.

If you are entitled to have the data we have registered about you erased, you may instead request us to restrict the use of these data to storage. If we need to use the data we have registered about you solely to assert a legal claim, you may also demand that other use of these data be restricted to storage. We may, however, be entitled to other use to assert a legal claim or if you have granted your consent to this.

### Withdrawal of consent

You can withdraw your consent to disclose data that requires your consent at any given time. Please note that if you withdraw your consent, we may not be able to offer you specific services or products. Note also that we will continue to use your personal data, for example, to fulfil an agreement we have made with you or we are required to do so by law.

### Data portability

If we use data based on your consent or as a result of an agreement, and the data processing is automated, you have a right to receive the copy of the data you have provided in an electronic machine-readable format.

To exercise your data subject rights, please contact us via contact details below in section "CONTACT DETAILS AND HOW YOU CAN COMPLAIN".

## STORAGE OF YOUR PERSONAL DATA AFTER THE CLOSURE OF BRANCH IN LATVIA

After the closure of the branch in Latvia, we will continue to keep your personal information as long as it is needed for the purpose for which the data were used or until the end of relevant statute of limitation. We will ensure the preservation of data (both in digital format and in paper format) through our branch in Lithuania.

Matters related to the storage of personal data and depository of documents will be resolved through Danske Bank A/S Lithuania branch after the closure of the branch in Latvia. We reserve the right to change the depository of documents and personal data at any time. If you have any questions related to the specific unit of Danske Bank A/S handling your personal data, please see the contact details below.

## UPDATES

We update this Privacy Notice on a regular basis. In case of a change, the "effective from" date at the top of this document will be amended. If changes to how your personal data is processed will have a significant effect on you personally, we will take reasonable steps to notify you of the changes to allow you to exercise your rights (for example to object to the processing).

## CONTACT DETAILS AND HOW CAN YOU COMPLAIN

You are always welcome to contact us if you have questions about your privacy rights and how we register and use personal data. You can contact our Data Protection Officer by writing to the:

**Danske Bank A/S**  
**Holmens Kanal 2-12, DK-1092 København K, Denmark**  
**Registration number: 61 12 62 28**  
**e-mail: [DPOfunction@danskebank.com](mailto:DPOfunction@danskebank.com)**

If you are dissatisfied with how we register and use your personal data, and your dialogue with the Data Protection Officer has not led to a satisfactory outcome, we ask you to inform us by filling out an application on the Bank's website, by sending to us your complaint to eBank, by e-mail or by post:

**Danske Banka A/S Lithuania branch,**  
**Saltoniškių str. 2 LT-08500 Vilnius, Lithuania**  
**Registration number: 301694694**  
**e-mail: [info@danskebank.lt](mailto:info@danskebank.lt)**  
**tel: +370 5 215 666**

website: [www.danskebank.lt](http://www.danskebank.lt)

You can also lodge a complaint with the  
**Data State Inspectorate**,  
address Blaumana Street 11/13-15, Riga, LV-1011,  
tel.: 67223131, e-mail: [info@dvi.gov.lv](mailto:info@dvi.gov.lv), website:  
[www.dvi.gov.lv](http://www.dvi.gov.lv).