

## DANSKE BANK PRIVACY NOTICE

Applicable from 27 October 2018 in Latvia

### INTRODUCTION

Danske Bank A/S is a financial institution that offers financial advice and services to its customers.

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 sets out the basis for how Danske Bank A/S Latvia branch within Danske Bank Group look after your personal data and the privacy rights you are granted by law.

Privacy Notice applies to personal data about individuals, it does not govern data about legal entities. Privacy Notice also applies to all personal data relating to natural persons in the course of a professional activity, such as the employees of a company/organisation. In this case in the course of our business, we register and use 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.

The definitions used in this Privacy Notice have the same meaning as set out in the General Conditions.

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

We register and use 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 register and use 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, for example, in accordance with
  - Credit Institution Law (Kreditīestāžu 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)
  - 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 to prevent abuse and loss, to strengthen IT and payment security or/and for direct marketing purposes. We will only do so if our interest clearly outweighs your interest in not having your personal data processed by us.
- 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 REGISTER AND USE?

Depending on the services or products you have ordered or are interested in, we register and use 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 data

We register sensitive 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, unless we are permitted to register sensitive data without your consent by law, 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

We may also register 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.

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

We register and use personal data for the provision of financial services and products, including

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

We also register and use data for other activities related to the provision of certain services and products, including

- customer care, advice and administration
- credit assessment
- developing and managing our products, services and business
- 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

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

- complying with legal requirements

We collect the information 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 call us by phone. We will inform you if we record our telephone conversation. 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

We keep your data only for as long as it is needed for the purpose for which your data were registered and used. 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.

### THIRD PARTIES AND YOUR PERSONAL DATA

#### Personal data from third parties

We register and use data from third parties, for instance

- Shops, banks, payment and services providers when you use your credit or payment cards, Danske eBank 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. We update the data regularly.
- 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 register and use 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 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, 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 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.

### 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 your default or you leaving the bank, evaluate 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, 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 also 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.

**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

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 Bank A/S Latvia branch**

Cēsu str 31, k-8, Rīga LV-1012, Latvia,

e-mail: [info@danskebank.lv](mailto:info@danskebank.lv),

tel.: +371 67 959 599,

<https://danskebank.lv/par-banku/footer/sudzibas>

You can also lodge a complaint with

**the Data Protection Inspectorate,**

address Blaumana Street 11/13-11, Rīga, 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).