



Privacy Notice

Our bank recognises and values the trust that you place in us when interacting with us. When interacting with us, we obtain your personal data, and we are committed to safeguarding the privacy and security of such data, in accordance with the applicable legislation and notably with those obligations deriving from EU Regulation 2016/679 dated 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 (the “General Data Protection Regulation” or “GDPR”).

The purpose of this Privacy Notice is to assist you in understanding how and why we collect your personal data, and how we use and to whom we may possibly disclose such data. Further details in relation to the collection and processing of personal data are contained in the terms and conditions governing our account relations (the “Terms and Conditions”).

You may provide personal data to us by a variety of means, such as by completing account opening documentation, transmitting payment or other instructions, by using our website and/or our web banking application, by email, through meetings or over the phone.

1. What personal data do we collect about you?

We may collect and process different types of personal data which are necessary to provide our services to you. Such personal data may include:

- **identity data** including your name, date of birth, place of birth, photo, gender, and nationality;
- **contact details** including your telephone number, postal and email address;
- **family situation** including marital status, and children;
- **fiscal information** including your tax identification number, and fiscal residence (for instance utility bills);
- **identification and other background verification data** including evidence of beneficial ownership or the source of funds to comply with client due diligence, know your customer (“KYC”) and anti-money laundering regulations and collected as part of our client acceptance and ongoing monitoring procedures as required by law;
- **data related to your financial knowledge, education, and employment history**, notably as required to meet suitability or appropriateness requirements in accordance with EU directive 2014/65 on markets in financial instruments (“MIFID”);
- **financial data** including money transfers, bank account details, credit card numbers, assets, debts, credit history, investment profile and information relating to your financial situation;
- **data that we collect when you interact with us** including data obtained through our website and information collected through cookies and other tracking technologies when you use our web banking application, e-mails, interview, phone calls, chats, registration and attendance of events or meetings; and
- **video surveillance** (for instance CCTV) and **geolocation data** (for instance locations of where money withdrawals or payments were made).



2. How do we collect personal data about you?

The data we use about you may either be directly provided by you or be obtained from the following sources in order to verify or enrich our databases:

- from third party databases, for example where we collect information about you to support our KYC verifications; or
- from publicly available sources, such as centralised registers made available by official authorities (for instance birth registers, beneficial ownership registers and company registers), websites and social media pages containing information made public by you.

For some reasons, we may also collect information about you although you have no direct relationship with us. This may happen for instance when your employer provides us with information about you or your contact details are provided by one of our clients if you are for example:

- a family member;
- a beneficiary of payment transactions carried out by our customers;
- a beneficiary of an insurance policy;
- an ultimate beneficial owner;
- a debtor;
- a shareholder;
- a legal representative (power of attorney);
- a representative of a legal entity (which may be a client or a vendor);
- a member of staff of service providers and commercial partners.

3. Why do we collect data and how will we use personal data?

We collect and process personal data in the course of our normal business activities in order to:

- a. comply with our legal and regulatory obligations

We use your personal data to comply with various legal and regulatory obligations, including:

- to prevent money laundering, bribery, fraud, sanctions or reputational risk, conflicts of interests, or market abuse;
 - to establish suitability and appropriateness tests as required under applicable legislation, notably MIFID;
 - to reply to instructions issued by supervisory authorities;
 - to complete with legally compulsory audit requirements and other legal and/or regulatory reporting; and
 - to inform you of changes to our services or the Terms and Conditions or to this Privacy Notice.
- b. perform a contract with you or to take steps at your request before entering into a contract

We use your personal data to enter into and perform our contracts, including:



- to provide, manage and perform our financial and other services to you and to conduct our business, including for the fulfilment of our obligations arising out of any agreements entered into between you and us;
- provide services requested from us and manage our client relationship with you; and
- to process and manage employment applications.

c. fulfil our legitimate interest

We use your personal data in order to deploy and develop our products or services, to improve our risk management and to defend our legal rights, including:

- to ease the use of our website and to ensure that the content is relevant and presented in the most effective manner for you and for your IT material;
- to restructure or make changes to our business, should we for instance re-organise, merge, combine or divest part of our business, in which cases we may need to transfer some or all of your personal data to the relevant third party (or its advisors) as part of any due diligence process or transfer to that third party for the same purposes as set out in this Privacy Notice or for the purpose of managing any proposed re-organisation;
- for research and development purposes so that we may better understand your requirements and thus adapt and improve our services and offer; and
- for marketing and business development purposes.

d. respect your choice if we requested your consent for a specific processing

In certain cases, we may require your consent to process your data, including:

- where the above purposes lead to automated decision-making, which produces legal effects or which significantly affects you. At that point, we will inform you separately about the logic involved, as well as the significance and the envisaged consequences of such processing; and
- if we need to carry out further processing for purposes other than those above, we will inform you and, where necessary, obtain your consent.

4. What if you fail to provide personal data to us ?

Where we need to collect personal data by law (for instance, in relation to anti-money laundering or other KYC checks) or under the terms of a contract we have with you and you fail to provide the personal data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with services). In this case, we may have to decline to provide or receive the relevant services, but we will notify you if this is the case at the time the personal data is collected.

5. Who may we share personal data with ?

We are part of the Intesa Sanpaolo group, a global banking group, and as such are an integral part of a centralised coordination of activities. Your personal data may be shared with and processed by other Intesa Sanpaolo group entities for the reasons indicated above, when such reasons require a coordinated action.

Furthermore, we may, whether directly or indirectly via certain companies of the Intesa Sanpaolo group, share with and disclose your personal data to external parties, such as service providers which perform services on our behalf, some of which may be based abroad, which operate in the following areas:

- legal advice, auditing, insurance, risk management and other financial services, including for instance for payment systems, issuance of credit cards, tax collection operations and treasury activities;
- acquisition, registration and handling of data and documents relating to payments, money transfers, bills, cheques or other items, for instance specialised companies such as SWIFT (Society for Worldwide Interbank Financial Telecommunication);
- activities concerning the assignment/hedging of risks carried out as contract counterparty;
- credit recovery services and ancillary activities;
- disclosures and alerts with regard to insolvency risks, anti-money laundering regulations, and management of national and international systems for the detection of frauds against banks and financial intermediaries;
- due diligence research and activities, notably to complete KYC, for instance in inheritance situations;
- outsourcing of certain functions such as information and document management, office support and back office operational and payment services support or processing;
- surveys on service quality, market research, commercial information and promotion of own or third parties' products and/or services;
- supply and management of information procedures and systems, telecommunication networks and protection and security systems, and information technology systems, including Avaloq Sourcing (Switzerland & Liechtenstein) Ltd, Nyon, Switzerland, and Intesa Sanpaolo Servitia SA, Luxembourg;
- archiving electronic data and documents of client relationships; and
- management of physical security, video surveillance and video-recording services.

We may also share your data with government, regulatory or law enforcement agencies, upon request and to the extent permitted by law (for instance in accordance with EU Directive 2014/107/EU regarding the automatic exchange of information, as transposed into EU Member States legislations, we may disclose personal data to the Luxembourg or The Netherlands tax authorities and personal data collected for such purpose may be transferred to foreign tax authorities competent to receive such data).

6. Transfer of personal data outside the EEA

As we are part of a global banking group, we cannot limit our processing of personal data to the countries where we are established (i.e., Luxembourg and the Netherlands), or where you may be resident. It is probable that during our relationship we may need to transfer personal data to locations other than the above, including in certain cases to locations outside of the European Economic Area (EEA), where data protection laws may not be the same as those applicable in the EEA.

In case of transfers to non-EEA countries, where the European Commission has recognised a non-EEA country as providing an adequate level of data protection, your personal data may be transferred on this basis.



For transfers to non-EEA countries whose level of protection has not been recognised by the European Commission, we will either rely on a derogation applicable to the specific situation (for instance if the transfer is necessary to perform our contract with you such as when making an international payment) or implement one of the following safeguards to ensure the protection of your personal data:

- Standard contractual clauses approved by the European Commission;
- Binding corporate rules

7. How long will we retain your personal data ?

We will retain your personal data for as long as is required to comply with applicable laws and regulations and for as long as is necessary to fulfil the purpose for which the data was collected, including operational requirements (such as proper account maintenance).

8. What are your rights?

In accordance with the GDPR and the applicable legislation, and within the limits thereof, you have a right to be informed about how your personal data is used, a right to obtain access to your personal data, a right to object to processing of personal data in certain circumstances, including where personal data is used for marketing purposes, a right to have inaccurate personal data rectified, a right to have your personal data erased in certain circumstances, a right to restrict processing of your personal data in certain circumstances, and a right to data portability.

You may exercise your rights by contacting our Data Protection Officer by telephone on (+352) 4614111, by e-mail at dpo@intesasnpaololux.com or at contact@intesasnpaololux.com to the attention of the DPO or by post at 19-21 Boulevard Prince Henri, L-1724 Luxembourg.

If you have any concerns or would like to make a complaint about our processing of your personal data, you may raise your concerns to the Commission Nationale de Protection des Données, 1 avenue du Rock'n'Roll, L-4361 Esch-sur-Alzette or your local data protection authority.

9. How is this Privacy Notice modified?

This Privacy Notice may change from time to time in the future, and we shall take the reasonable steps to inform you in such a case, in particular by publication on our website, which we encourage you to consult regularly.

10. How to contact us?

If you have any questions relating to our use of your personal data under this Privacy Notice, please contact our Data Protection Officer by telephone on (+352) 4614111, by e-mail at dpo@intesasnpaololux.com or at contact@intesasnpaololux.com to the attention of the DPO or by post at 19-21 Boulevard Prince Henri, L-1724 Luxembourg.

This Privacy Notice was last updated in October 2019.