



Processing of Personal Data

I Purpose

The purpose of the document is to explain the Bank's principles of personal data processing (hereinafter — the Principles) to any individual according to the GDPR requirements.

II Abbreviations and Terminology

Processing	any operation performed on personal data (for example, collection, structuring, storage, adaptation, alteration, transmission, erasure).
Bank	in this document — ABLV Bank, AS and its subsidiaries.
EEA	European Economic Area.
EU	European Union.
Personal data (data)	any information relating to an identified or identifiable individual (data subject).
RL	Republic of Latvia.
Profiling	automated processing of personal data to evaluate certain personal aspects, especially in the context of client due diligence and transaction monitoring.
GDPR	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, and repealing Directive 95/46/EC (General Data Protection Regulation).

III General Provisions

1. The Bank shall process personal data in compliance with the GDPR requirements.
2. Processing of personal data performed by the Bank may have several legal grounds, for example, a person's consent to data processing, contractual relationship between a person and the Bank, performance of the legal obligation relating to the Bank according to the applicable legal acts or ensuring of compliance with the Bank's legitimate interests.
3. When submitting a written application to the Bank, a data subject has the right to access to, request rectification or restrict the processing of his/her data, withdraw his/her consent and object to processing of data performed by the Bank, as well as the right to data portability.
4. In certain cases, an individual's rights may not be exercised or may be restricted, if this is justified by the Bank's legitimate interests.

IV Body

5. Data processing purposes

- 5.1. Data are collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
- 5.2. The Bank performs processing of data for the following purposes:
 - 5.2.1. compliance with legal acts and identification of individuals;
 - 5.2.2. management of relationship with clients, creditors, debtors, partners and other related persons;
 - 5.2.3. satisfaction of creditors' claims;
 - 5.2.4. provision of services;

- 5.2.5. ensuring physical and information security;
- 5.2.6. protection of the Bank's and clients' interests;
- 5.2.7. risk management;
- 5.2.8. personnel management.

6. Categories of data subjects

- 6.1. Categories of individuals whose personal data are processed by the Bank:
 - 6.1.1. the Bank's clients (existing and former), creditors, debtors and persons related to them (representatives, authorised persons, beneficiaries, employees etc.);
 - 6.1.2. the Bank's employees (existing and former) and candidates;
 - 6.1.3. business partners, agents, suppliers and service providers, advisors and persons related to them (representatives, authorised persons, beneficiaries, employees, etc.);
 - 6.1.4. visitors of the Bank's offices and areas adjacent to them.

7. Categories of data

- 7.1. Personal data of the following categories can be provided by data subjects themselves, can be obtained during the use of the Bank's services by the client, as well as from third parties (for example, public and private registers):
 - 7.1.1. an individual's identification data (name, surname, personal identity number, date and place of birth, identification document data);
 - 7.1.2. an individual's contact details (postal address, phone, email, Skype name, IP address, etc.);
 - 7.1.3. audio / visual data (for example, records of phone conversations of the Bank and clients, records of surveillance cameras placed in objects belonging to the Bank and areas adjacent to them);
 - 7.1.4. data of related persons (for example, representatives and authorised persons of clients or creditors, family members of employees, heirs, guarantors and other related persons of clients, creditors and debtors);
 - 7.1.5. an individual's financial and transactional information (for example, information on accounts, deposits, payments made, financial instruments portfolio, agreement and invoice copies, information on business activities, origin of funds, certificates of income, loans and other liabilities, information on accounts with other credit institutions);
 - 7.1.6. data on clients' tax residency (for example, nationality, country of residence, social insurance number);
 - 7.1.7. data which are obtained under employment relationships with the Bank's employees (for example, information on salary, previous places of employment, education etc.).

8. Categories of data recipients

- 8.1. The Bank may disclose personal data to the following recipients of data:
 - 8.1.1. members of management bodies, employees, representatives, authorised persons of the Bank;
 - 8.1.2. public institutions, public officials, investigatory authorities, courts, prosecutor's office, subjects of operational activities, orphans' courts, notaries, law enforcement officials, judicial and investigatory authorities of other member states and foreign countries, tax authorities, arbitration courts, out-of-court dispute resolution bodies — financial market participants (correspondent banks, insurance companies, payment systems, credit registers, securities registers, agency companies, stock exchanges, depositories, business partners of the Bank or clients, financial service intermediaries etc.);
 - 8.1.3. the Bank's cooperation partners, agents, suppliers and service providers, auditors, advisors.

9. Automated processing and decision-making

- 9.1. In certain cases, the Bank performs profiling and decision-making if this is stipulated by applicable legal acts, or this is necessary to perform a previously concluded agreement with the client, or such processing of personal data is justified by the Bank's legitimate interests.

10. Data storage periods

- 10.1. The Bank shall store personal data no longer than it is reasonably required for the purposes for which particular personal data are processed. Personal data storage periods shall be determined based on applicable legal acts or the Bank's legitimate interests.
- 10.2. The Bank reserves the right to erase specific information before the expiry of the set period if this is not prohibited by the applicable legal acts.

11. Rights of data subjects

- 11.1. The Bank shall ensure the following rights of data subjects:
 - 11.1.1. a subject's data may be processed on the basis of his/her consent or some other legitimate basis;
 - 11.1.2. a subject has the right to receive information on the processing of personal data performed by the Bank and exercise of data subjects' rights;
 - 11.1.3. a subject has the right to receive a confirmation if his/her data are not processed;
 - 11.1.4. a data subject has the right to access his/her data and receive information on the purpose and legal basis of data processing, category of data, recipient of data, storage period, information on other sources of data if

personal data are obtained from third parties, set profile (in case of profiling), and guarantees, if the data have been sent to a third party or international organisation;

- 11.1.5. a subject has the right to receive information on whether the provision of personal data is related to the law or an agreement, whether the provision of data is a precondition for the conclusion of an agreement, as well as information that the subject is required to provide personal data, and consequences in case such data are not provided;
- 11.1.6. a subject has the right to be informed about automated decision-making, including profiling, and its consequences;
- 11.1.7. a subject has the right to be informed about a new purpose of data processing in advance;
- 11.1.8. a subject has the right to object to data processing and withdraw his/her consent to data processing;
- 11.1.9. a subject has the right to request rectification of data if data are incorrect;
- 11.1.10. a subject has the right to data portability;
- 11.1.11. a subject has the right to request erasure of data if this does not contradict the RL and EU laws.

12. Data residency

- 12.1. The Bank shall process data in the territory of RL.
- 12.2. Transmission of personal data to third parties (irrespective of the data recipient's residency — RL, EU, EEA or outside it) is regulated by the legal acts of RL or an agreement between the Bank and a third party, which includes non-disclosure and secure exchange provisions.
- 12.3. Transfer of data to third countries and international organisations is possible based on:
 - 12.3.1. the decision made by the European Commission regarding the level of protection of a third country's data;
 - 12.3.2. relevant guarantees (for example, applying binding corporate rules or standard data protection clauses adopted by the European Commission);
 - 12.3.3. exceptional legal grounds.

13. Contact details

- 13.1. A data subject may submit his/her questions, requests and complaints to a data protection specialist appointed by the Bank by email to info@ablv.com or by post to ABLV Bank, AS, 23 Elizabetes Street, Riga, LV-1010, Latvia.
- 13.2. A data subject has the right to file a complaint on the processing of personal data performed by the Bank with the Data State Inspectorate of RL.

14. Security of personal data

- 14.1. The Bank shall ensure security of data storage and processing in accordance with the approved Information Security Policy. The requirements of the Information Security Policy shall be implemented according to the legal acts of RL — Credit Institution Law, Law on the Financial Instruments Market, GDPR (in force from May 25, 2018), Regulations on Information Systems Security of the Participants of the Financial and Capital Market adopted by the Financial and Capital Market Commission, Payment Card Industry Data Security Standard, other legal acts, as well as considering the best international practice for information systems security, maintenance and development.
- 14.2. The Bank shall ensure centralised storage of personal data and automatic data masking / erasure after expiry of the mandatory storage period according to the RL and EU laws.

15. Amendments to Principles

- 15.1. The Principles are available on the Bank's website at www.ablv.com.
- 15.2. The Bank may unilaterally amend the Principles. The Bank shall publicly inform about amendments to the Principles on the Bank's website at www.ablv.com (publishing the Principles text).
- 15.3. The Bank has the right to additionally inform a client about amendments to the Principles on an individual basis by sending a relevant notice via Internetbank, by email, post, or using other means of communication.