

## Principles of Processing Personal Data

Valid as of March 1, 2021

**Principles of Processing Personal Data** (hereinafter – the Principles) describe how Swedbank Processes Personal Data. To contact with Swedbank and/or exercise the rights of a data subject, see Section 11 and 12 of the Principles.

### 1. Definitions

**“Personal Data”** means any information directly or indirectly related to the Client.

**“Processing”** means any operation or set of operations performed with regard to Personal Data, whether or not performed by automated means, such as collection, recording, organisation, storage, adaptation, alteration, retrieval, use, combination, erasure or destruction.

**“Client”** means any natural person who uses, has used or has expressed a wish to use the Services or is in other way related to the use and/or user of any of the Services and/or has any other relationship with Swedbank established before these Principles entered into force. In addition, all categories of data subjects referred to in Section 3.1 of the Principles are included in the definition of the Client.

**“Data Controller”** means anyone who alone or jointly with others determines the purposes and means of the Processing of Personal Data. For the Processing of Personal Data described in these Principles, Swedbank is the Data Controller.

**“Data Processor”** means anyone who Processes Personal Data on behalf of the Data Controller.

**“Recipient”** means a natural or legal person, public authority or another body, to whom Swedbank is entitled to disclose Personal Data. See the categories of Recipients in Section 8 of the Principles.

**“Data Protection Legislation”** means the applicable EU and national data protection legislation that Swedbank is subject to, for example, Regulation (EU) 2016/679 (General Data Protection Regulation or the GDPR).

**“Regulatory Legislation”** means the applicable legal acts that Swedbank is subject to, for example, relating to anti-money laundering, banking secrecy, commercial activity, data protection, taxes, bookkeeping, credit, consumer credit, payment, payment services, insurance, leasing, investment and financial business.

**“Swedbank”** means any legal entity or branch belonging to Swedbank Group whose registered office is in Latvia. The list of Swedbank Group companies in Latvia is available on website: [www.swedbank.lv](http://www.swedbank.lv).

**“Swedbank Group”** means Swedbank AB (publ.), a public limited liability banking company incorporated in Sweden, and all legal entities which Swedbank AB (publ.) either directly or indirectly controls (the subsidiaries).

**“Services”** mean any services, advice and products provided by Swedbank to the Client via Swedbank branch, website, internet bank, mobile app, phone, video stream or any other channel relating to

financing, savings, investment, lending, cards, payments, insurance, pensions, leasing, as well as products and services of carefully selected cooperation partners.

“EU/EEA” means the European Union/European Economic Area.

## 2. General provisions

These Principles describe how Swedbank Processes Personal Data. Detailed information on the Processing of Personal Data might be additionally described in agreements and other documents related to the Services, as well as on Swedbank website.

Within the framework of Data Protection Legislation, Swedbank ensures the confidentiality of Personal Data. Swedbank has implemented appropriate technical and organisational measures to safeguard Personal Data from unauthorized access, unlawful disclosure, accidental loss, modification, destruction or any other unlawful Processing.

Swedbank engages Data Processors for Processing of Personal Data and takes necessary steps to ensure that Processing of Personal Data by Data Processors takes place under a contract or Regulatory Legislation and according to documented instructions of Swedbank.

## 3. Processing of Personal Data by Swedbank

### 3.1 Collection of Personal Data and categories of data subjects

Personal Data is collected from the Client directly and from the Client's use of the Services, as well as indirectly from external sources such as public and private registers or other providers of databases or other persons. Swedbank may record phone calls, visual images, video and/or audio, save e-mail communication or otherwise document the Client's interaction and communication with Swedbank.

Swedbank primarily collects from and Processes Personal Data about natural persons who have entered into or wish to enter into an agreement with Swedbank, such as Clients or prospect Clients. Swedbank also collects from and Processes Personal Data of such natural persons as: legal representatives, authorised persons, contact persons, transaction partners, agents, payers, heirs, holders of insured objects, applicants and visitors of Swedbank premises, as well as natural persons who are connected to Swedbank clients – legal persons, for example: shareholders, board members, corporate representatives, signatories, ultimate beneficial owners.

### 3.2 Categories of Personal Data

Examples of Personal Data categories which Swedbank collects and Processes:

**Identification data** such as name, personal identification number, date of birth, data regarding identification document; **Contact data** such as address, phone number, email address, language of communication.

**Financial data** such as ownership, transactions, credits, income, liabilities, assets; **Account data** such as card number and bank account number; **Data about the Client's financial experience** such as data collected during the selection and provision of investment services and other products carrying investment risk, for example, data showing proof of financial experience in trading.

**Data about trustworthiness and due diligence** such as data about payment behaviour, damage caused to Swedbank or other party, data that enables Swedbank to perform its due diligence measures regarding money laundering and terrorist financing prevention and to ensure the compliance with international sanctions, including the purpose of the business relationship and whether the Client is a politically exposed person, as well as data on origin of assets or wealth such as data regarding the Client's transaction partners and business activities.

**Data obtained and/or created while performing an obligation arising from the Regulatory Legislation** such as data that Swedbank is required to report to authorities, for example, tax authorities, courts, law enforcement agencies including details of income, credit commitments, property holdings, remarks and debt balances.

**Communication and device data** such as the data contained in messages, emails, visual images, video and/or audio recordings, as well as other conversations and interactions, collected when the Client visits Swedbank premises, ATMs (automated teller machine) and other areas where Swedbank renders Services or communicates with the Client, data related to the Client's visit at Swedbank websites and communication through Swedbank internet bank and mobile app.

**Data about habits, preferences and satisfaction** such as the activeness of using the Services, Services used, personal settings, survey responses, Client satisfaction.

**Family data** such as information about the Client's family and relationships; **Demographic data** such as country of residence, date of birth and citizenship; **Children's data** such as data collected and processed when a child uses the Services.

**Professional data** such as educational or professional career.

**Data about the relationship with legal entities** such as data submitted by the Client or obtained from public databases or third party as a service provider for the execution of transactions on behalf of a particular legal entity.

**Relationship status data** such as customer or risk segment.

**Sensitive data** such as **Special categories of Personal Data** (for example, data concerning health) and **Data about criminal convictions and offences**. In order to provide some Services Swedbank is required to Process Special categories of Personal Data. Swedbank will ask for the Client's consent when Processing Special categories of Personal Data, for example, when information is required for the Services related to health insurance. Special categories of Personal Data can also be processed based on Swedbank legitimate interests, for example, to exercise a legal claim, or based on a legal obligation that Swedbank is subject to.

#### **4. Profiling and automated decision-making**

Profiling is any form of automated Processing of Personal Data used to assess certain personal characteristics of the Client in particular to analyse or predict, for example, the economic situation, personal preferences, interests, place of residence. Profiling is used, for example, to make analysis based on performance of agreements, marketing and system development based on Swedbank legitimate interest or the Client's consent. We also make automated decisions in such processes as credit assessment, risk management and transaction monitoring to counter fraud in compliance with legal obligations.

Swedbank uses profiling and automated decision-making to improve the Client's user experience of the Services, such as customising the display of the Services to the device used and creating suitable offers for the Clients. Unless the Client has objected to direct marketing, Swedbank may Process Personal data for the purpose of providing offers of Services tailored for the Client and personalised financing limits. Such marketing may, for example, be based on the Services the Client uses and on how the Client uses the Services and navigates in digital environment of Swedbank.

## **5. Legal bases and purposes of Processing Personal Data**

### **5.1 Performance of agreements**

Performance of agreements is one of the main legal bases according to which Swedbank Processes Personal Data. Examples of purposes of such Processing include:

- To take steps at the request of the Client prior to entering into an agreement, as well as to conclude, execute, maintain and terminate an agreement with the Client.
- To execute national and international transactions via financial institutions, settlement and payment systems.
- To manage relations with the Clients, as well to authorise, provide, control and administer access to the Services.
- To verify commercial transactions or other business communication. Swedbank may record phone calls and video stream with the Client for this purpose.

### **5.2 Compliance with legal obligations**

For complying with legal obligations in accordance with the Regulatory Legislation, Swedbank is required to process Personal data for such purposes as:

- To check and verify the Client's identity and to keep Personal Data updated and correct by verifying and enriching data through external and internal information sources.
- To prevent, discover, investigate and report potential money laundering, terrorist financing.
- To discover, investigate and report potential suspicious transactions and market abuse.
- To carry out credit- and other risk assessments when providing Services, carry out risk hedging and fulfil capital requirements for Swedbank.
- To exchange personal data with third-party payment providers to provide account information and/or payment initiation services.
- To comply with other legal obligations in accordance with the Regulatory Legislation.

### **5.3 Legitimate interest**

Some purposes of the Client's Personal Data Processing are based on Swedbank legitimate interests which are balanced against the Client's as a data subject's interests and rights. Examples of such purposes of Processing are:

- To provide the Client additional Services, create offers, personalised financing limits and direct marketing activities through different channels.
- To develop, examine and improve Swedbank business, the Services, the Client's user experience, to strengthen Client satisfaction and loyalty, as well to strengthen Swedbank brand, to perform surveys, analyses, statistics.
- To organise lotteries, competitions, campaigns and events for the Client.
- To protect the interests of the Client and/or Swedbank and Swedbank employees, including security measures.
- To prevent, limit and investigate any misuse or unlawful use or disturbance of the Services, including fraud prevention.
- To ensure adequate provision of the Services and the safety of information within the Services, as well as to improve, develop and maintain Swedbank website, internet bank, mobile app, technical systems and IT-infrastructure, including testing Swedbank digital environment.
- To carry out internal credit- and risk assessments in order to determine which Services and on what terms can be offered to the Client, as well as to mitigate or reinsure Swedbank potential risks.
- To establish, exercise and defend, assign or sell legal claims, handle complaints, as well as to

retain information for this purpose.

- To record phone calls and video streams with the Client for Swedbank Service quality assurance and claims processing purposes.
- To provide payment initiation and/or account information service to the Client.

#### **5.4 Consent**

In some cases, Swedbank will ask for the Client's consent to Process Personal Data. In those cases, the Client will be separately informed about the particular purpose of Processing. In case the Client submits data concerning health on its own initiative, for example, for restructuring of a non-performing loan, Processing will take place based on the Client's explicit consent. The Client can withdraw a given consent at any time.

#### **6. Cookies**

Swedbank uses cookies at its website. The cookies used and information about them are listed in Swedbank Cookie policy available on the website:

[www.swedbank.lv/about/swedbank/about/termsAndConditions](http://www.swedbank.lv/about/swedbank/about/termsAndConditions).

#### **7. Video-surveillance**

With the purpose of conducting video-surveillance as part of safety measures, Swedbank is using surveillance cameras at Swedbank premises and ATMs. The video-surveilled areas are marked with informative sign.

Personal Data Processed when Swedbank conducts video-surveillance are contained in visual images and video recordings. The Personal Data Processed when Swedbank conducts video-surveillance of its branch offices are contained in visual images, video and audio recordings.

Swedbank carries out video-surveillance based on legitimate interests to ensure the security of Swedbank visitors, employees, premises and assets; defend Swedbank legal claims and legitimate interests; detect and prevent unlawful activities.

Visual images, video and audio recordings containing Personal Data are shared with relevant Recipient in case the recorded material is needed for criminal investigation, or with a Recipient that maintains and services the video-surveillance systems on behalf of Swedbank.

#### **8. Recipients of Personal Data**

To be able to provide the Services, Swedbank may share the Clients' Personal Data with Recipients. These Recipients are in general:

- Legal persons and their branches belonging to Swedbank Group.
- Authorities and officials such as supervisory authorities, tax authorities, law enforcement agencies, sworn bailiffs, sworn notaries, Notary Council, courts, out-of-court dispute resolution bodies.
- Third party payment providers, in case Swedbank has a legal obligation and/or contract to provide such entities access to the Client's Personal Data.
- Credit and financial institutions, correspondent banks, custodian banks, insurance and reinsurance service providers, intermediaries of Services, third parties participating in the trade execution, settlement and reporting cycle.
- Financial and legal consultants, auditors or any other service providers of Swedbank.
- Providers of information systems, databases and registers, for example, credit registers, account registers, population registers, commercial registers, securities registers, pension registers, land registers.
- Debt collection service providers, assignees, insolvency administrators.
- Participants and/or parties related to domestic, European and international payments.

- Persons who guarantee due discharge of the Client's obligations to Swedbank, such as guarantors, surety and collateral providers.
- Persons and suppliers related to provision of Services to Swedbank such as providers of video-surveillance, IT, telecommunications, hosting, archiving, postal services, providers of services rendered to the Client, when the Client orders e-invoices for these services, sellers and other authorised parties related to servicing of leased assets, as well as companies administering fees and penalties related to such assets; in relation to life insurance Services – medical institutions and persons
- In relation to insurance Services – policyholders, insured persons who are not policyholders, beneficiaries, persons who are entitled to receive indemnity.

Swedbank will not share more Personal data than necessary for the particular purpose of Processing.

Recipients may Process the Personal data as Data Processors and/or as Data Controllers. When the Recipient is Processing Client's Personal data on its own behalf as a Data Controller, the Recipient is responsible for providing information to data subjects on such Processing of Personal data. In such case Swedbank advise the Client to contact this Recipient for information on the Processing of Personal Data by the Recipient.

## **9. Geographical area of Processing**

As a general rule, Clients' Personal Data is Processed within the EU/EEA but in some cases transferred to and Processed in countries outside of the EU/EEA.

The transfer and Processing of Personal Data outside of the EU/EEA can take place provided there is a legal basis and one of the following conditions:

- The country outside of the EU/EEA where the Recipient is located has adequate level of data protection as decided by the EU Commission.
- The controller or processor has provided appropriate safeguards, for example, the EU Standard Contractual Clauses or other authorized contractual clauses, approved codes of conduct or certification mechanisms.
- There are derogations for specific situations applicable, for example, Client's explicit consent, performance of a contract with the Client, conclusion or performance of a contract concluded in the interest of Client, establishment, exercise or defense of legal claims, important reasons of public interest.

Upon request, the Client can receive further details on Personal Data transfers to countries outside of the EU/EEA.

## **10. Retention period**

Personal Data will be retained for the period which depends on the particular purpose of Processing for which these data are collected, or which is stipulated in the Regulatory Legislation. Personal Data will be Processed by Swedbank as long as the contractual relationship with the Client exists. After the contractual relationship has ceased to exist, Swedbank will retain Personal Data during a maximum period of limitation according to the Regulatory Legislation. In cases when the processing of Personal Data takes place based on the Client's consent, the Personal Data will be retained as long as the consent is valid. Other deadlines may be applicable when the Personal Data is Processed for purposes based on Swedbank legitimate interest, for example, for the establishment, exercise or defence of legal claims. In all cases, Swedbank limits the Processing of Personal data to a minimum.

Personal Data Processed in regard to video-surveillance carried out by Swedbank will be retained no longer than necessary, with a maximum retention period of 90 (ninety) days from the moment of recording, unless there is another purpose of Processing (for example, in connection with criminal

investigation).



## 11. Rights of a Data subject

Under the Data Protection Legislation, the Client has rights of a data subject in regard to Swedbank Processing of Personal Data. Such rights are:

- Receive confirmation if the Client's Personal Data is being Processed by Swedbank and, if so, then to access it.
- Require the Client's Personal Data to be corrected if it is inadequate, incomplete or incorrect.
- Require the erasure of the Client's Personal Data.
- Restrict the Processing of the Client's Personal Data.
- Object to Processing of the Client's Personal Data if processing is based on Swedbank legitimate interests.
- Object to Processing of the Client's Personal Data for direct marketing.
- Receive the Personal Data that is provided by the Client and is being Processed based on consent or performance of an agreement in a structured, commonly used electronic format and, where feasible, transmit such data to another service provider (right to data portability).
- Withdraw the consent to Process the Client's Personal Data.
- Request not to be subject to a fully automated decision-making, including profiling, if such decision-making has legal effects or similarly significantly affects the Client. This right does not apply if the decision-making is necessary in order to enter into or to perform an agreement with the Client, if the decision-making is permitted under the Data Protection Legislation or if the Client has provided an explicit consent.

Swedbank ensures its Clients a remote and direct access to a large part of their Personal data in the internet bank.

Taking into account that Swedbank processes a large quantity of information and in order to execute the data subject request as correct as possible, Swedbank may ask the Client to specify information, Processing activities or timeframe to which the data subject request relates.

The Client can exercise the rights of a data subject by submitting Swedbank an identified request via the internet bank or branch office, or by calling the Consultation Centre, or by sending a request signed with e-signature via email. Answer to the data subject's request will be provided not later than within one month of receipt of the request; when necessary, this period can be extended by two further months.

The Client may change or update the Personal Data, manage preferences (consent and data processing permissions) in the internet bank and mobile app, at branch offices or by calling the Consultation Centre.

The Client can lodge a complaint pertaining to the Swedbank Processing of Personal Data to the Data State Inspectorate at [www.dvi.gov.lv](http://www.dvi.gov.lv) if the Client considers that the Processing of the Client's Personal Data infringes the Client's rights and interests under the Data Protection Legislation.

## 12. Contact details

The Client may contact Swedbank with any request, withdrawal of consent, update of data processing permission, data subject rights or complaint regarding the Processing of Personal Data. Contact details of Swedbank are available on website: [www.swedbank.lv](http://www.swedbank.lv).

The Client may contact the Swedbank appointed Data Protection Officer by sending email to: [dpo@swedbank.lv](mailto:dpo@swedbank.lv) or sending a letter by post to: Balasta dambis 15, Riga, Latvia, LV-1048, marked for "Data protection officer".

### **13. Validity and amendments of the Principles**

Swedbank is entitled to unilaterally amend the Principles at any time, in compliance with the Regulatory Legislation, by notifying the Clients of any amendments via Swedbank website or internet bank messages or text messages (SMS) or email, not later than one month prior to the amendments entering into force.

These Principles are drafted in Latvian and translated into English and Russian. In the event of disputes, arguments or claims of linguistic nature or concerning interpretation, the version of these Principles in Latvian is legally binding.

Principles enter into force on March 1, 2021, and their latest version is available at the Swedbank branch offices and on website: [www.swedbank.lv](http://www.swedbank.lv).