

Privacy notice for clients

Our use of your data and your rights in connection with this use

Information in accordance with Articles 13, 14 and 21 of the General Data Protection Regulation (GDPR)

As at: 03/2021

This document is to inform you about our processing of your personal data and about your entitlements and rights under data protection regulations.

The type of data - in particular that are processed and how they are used - depends primarily on the services you request and agree to.

1. Who is responsible for data processing and who can I contact?

The data controller is:

Norddeutsche Landesbank Girozentrale

Friedrichswall 10

30159 Hannover

Phone: +49 (0) 511 361-0

Fax: +49 (0) 511 361-2502

E-Mail Kundenservice@nordlb.de

You can reach our **Data Protection Officer** at:

Norddeutsche Landesbank Girozentrale

Data Protection Officer

2808/2808

Friedrichswall 10

30159 Hannover

E-Mail: datenschutz@nordlb.de

2. What sources and data do we use?

We process personal data that we receive from you in connection with our business relationship. In addition, we also process personal data, if it is relevant for the provision of our services, that we receive from other third parties (such as the credit agency SCHUFA) for a legitimate reason (e.g. the execution of orders, performance of contracts or because of consent granted by you). We also process personal data that we have legitimately obtained from publicly available sources (e.g. records of debtors, land registries, commercial and association registers, press and media) and that we are permitted to process.

Relevant personal data include personal details (e.g. name, address and other contact information, date and place of birth and nationality), verification data (e.g. ID data) and authentication data (e.g. specimen signature). In addition, these may also include order data (e.g. payment order, securities order), data from the fulfilment of our contractual obligations (e.g. turnover data in payment transactions, credit lines), product data (e.g. deposit, credit and custody business), information on your financial situation (creditworthiness, scoring/rating data, origin of assets), marketing and sales data (including advertising scores), documentation data (e.g. consultation record), register data, data on your use of tele media that we may offer (e.g. the times when our web pages, apps or newsletters are called up, clicked pages or entries) and other data similar to the categories mentioned.

3. For what purpose do we process your Data (purpose of processing) and on what legal basis??

We process personal data in accordance with the provisions of the European General Data Protection Regulation (GDPR) and German Data Protection Act (Bundesdatenschutzgesetz (BDSG)).

3.1. For fulfilment of contractual obligations (Art. 6 (1) b GDPR)

The processing of personal data (Art. 4 Nr. 2 GDPR) is carried out for the purpose of providing and arranging banking transactions, financial services as well as insurance and real estate transactions, in particular for the execution of our contracts or pre-contractual measures with you and the execution of your orders as well as all activities required for the operation and administration of a credit and financial services institution.

The purposes of data processing depend primarily on the specific product (e.g. bank account, credit, deposits) and may include needs assessments, advice, asset management, carrying out transactions and mediation transactions between you and third parties (e.g. funding banks, insurance companies, real estate companies).

Further details for the purpose of data processing can be found in the respective contract documents and terms and conditions.

3.2. In the context of balancing of interests (Art. 6 (1) f GDPR)

Where required, we process your data beyond the actual fulfilment of the contract for the purposes of the legitimate interests pursued by us or third parties.

Examples:

- // consulting and exchanging data with credit agencies (e.g. SCHUFA) to investigate creditworthiness and default risks and the requirement for an account maintained with a basic non-sizeable balance or basic account;
- // reviewing and optimizing procedures for needs assessment and direct client discussions;
- // marketing or market and opinion research, provided that you have not objected to the use of your data;
- // asserting legal claims and defense in legal disputes;
- // warranty of the bank's IT security and IT operation;
- // prevention and clarification of crimes;
- // Video surveillance is used for the collection of evidence for criminal offences or to prove dispositions and deposits, e.g. at ATMs. It thus serves to protect clients and employees as well as the right of the owner of premises to keep out trespassers;
- // measures for building and site security (e.g. access controls);
- // measures in connection with the right of the owner of premises to keep out trespassers;
- // measures for business management and further development of services and products.

3.3. Based on your consent (Art. 6 (1) a GDPR)

Provided you have granted consent for the processing of your personal data for certain purposes (e.g. transfer of your data within the Group, analysis of payment data for marketing purposes), this processing is legal on the basis of your consent.

Consent given can be withdrawn at any time. This also applies to withdrawing declarations of consent, e.g. the SCHUFA clause, that were given to us before the GDPR came into force, i.e. before 25 May 2018.

Please note that withdrawal only applies to the future. Processing that was carried out before withdrawal of consent is not affected by it and remains legally permissible.

We use a standardized declaration of consent in order to provide you with an individual and as precisely as possible to provide advice, support and information on products and promotions. This consent enables us, for example, to carry out complex data analyses to determine the extent to which a particular product may be of interest to certain customers. For example, we could, through the evaluation of numerous data fields on personal financial circumstances, determine for which of our customers an offer for a consumer credit or an investment product might be particularly interesting, and targeted these customers to this offer to the attention of the authorities. If you should not give this consent, it is nevertheless possible for us to use our contractual services to fulfil your wishes towards you. The legal basis for the corresponding data processing is as follows is then the fulfilment of our contract with you (see section 3.1 of this Data Protection Notice).

In certain cases, we can also carry out simple data processing without this consent to process your data beyond the scope of the contract you (see section 3.2 of this Privacy Notice).

3.4. Based on legal requirements (Art. 6 (1) c GDPR)

As a bank, we are also subject to various legal obligations, i.e. statutory requirements (e.g. Governance Banking Act, Money Laundering Act, Securities Trading Act, tax laws) and banking supervisory requirements (e.g. of the European Central Bank, the European Banking Authority, the Deutsche Bundesbank and the Federal Financial Supervisory Authority as well as the savings bank supervisory authorities responsible under the respective state laws).

The purposes of the processing include, among others, creditworthiness checks, identity and age checks, fraud and money laundering prevention, the fulfilment of control and reporting obligations under tax law as well as the assessment and management of risks.

4. Who receives my data?

Within the Bank, access to your data is given to those units that require it for the fulfilment of our contractual and legal obligations. Processors appointed by us (Art. 28 GDPR) may also receive data for these purposes. These are companies in the categories of credit services, IT services, logistics, printing services, telecommunications, debt collection, advice and consulting as well as sales and marketing.

With regard to the transfer of data to recipients outside the bank, it should first be noted that according to the General Terms and Conditions agreed between you and us, we are obliged to maintain secrecy about all customer-related facts and evaluations of which we become aware (banking secrecy). We may only pass on information about you if this is required by law, if you have consented or if we are authorised to issue bank information.

Under these premises, recipients of personal data can be e.g.:

- // public authorities and institutions (e.g. Deutsche Bundesbank, Federal Financial Supervisory Authority, the European Banking, the European Central Bank, financial authorities) if there is a legal or regulatory obligation;
- // other credit and financial services institutions or comparable institutions to which we transfer your personal data in order to carry out a business relationship with you (depending on the contract: e.g. correspondent institution, custodian bank, stock exchanges, credit agencies).

Other recipients of data can be any units for which you have given us your consent to transfer data or for which you have released us from banking confidentiality by means of a declaration or consent.

5. How long will my data be stored?

Insofar as necessary, we process and store your personal data for the duration of our business relationship, which also includes, for example, the initiation and execution of a contract. It should be noted that our business relationship is a continuing obligation which is intended to last for years.

In addition, we are subject to various storage and documentation obligations, which result, among other things, from the German Commercial Code (Handelsgesetzbuch - HGB), the German Fiscal Code (Abgabenordnung - AO), the German Banking Act (Kreditwesengesetz - KWG), the German Money Laundering Act (Geldwäschegesetz - GwG) and the German Securities Trading Act (Wertpapierhandelsgesetz - WpHG). The time limits specified there for storage and documentation are two to ten years. Finally, the storage period is also assessed according to the statutory limitation periods, which, for example, according to §§ 195 et seqq. of the German Civil Code (Bürgerliches Gesetzbuch - BGB), are usually 3 years, but in certain cases can be up to thirty years. Telephone recordings made in the context of telephone banking are deleted after 13 months at the latest. Telephone recordings made in connection with investment services are subject to retention periods of 5 to 7 years. Other telephone records are deleted after 6 months at the latest.

6. Will data be transferred to a third country or an international organisation?

Data will only be transferred to third countries (countries outside the European Economic Area – EEA) provided this is necessary or required by law, to execute your orders (e.g. payment or securities orders) and you have given us your consent to do so.

7. What data protection rights do I have?

Every person has the right to **access** to their personal data according to Article 15 GDPR, **rectification** according to Article 16 GDPR, **erasure** according to Article 17 GDPR, **restrict** processing according to Article 18 GDPR and **data portability** according to Article 20 GDPR.

The following restrictions apply to the right to information and the right to erasure according to §§ 34 and 35 BDSG. Furthermore, there is a right to lodge a complaint with a data protection supervisory authority (Article 77 GDPR i.c.w. § 19 BDSG)

8. Am I obligated to provide my data?

In the context of our business relationship, you must only provide personal data that are required for establishing and carrying out a business relationship or that we are legally obliged to collect. Without these data, we will generally be forced to refuse the

conclusion of a contract or the execution of an order or will no longer be able to perform an existing contract and may have to terminate it.

In particular, anti-money laundering regulations require us to identify you on the basis of your identification documents before establishing a business relationship and to collect your name, place and date of birth, nationality and residential address for this purpose. In order for us to be able to comply with these statutory obligations, you must provide us with the necessary information and documents in accordance with anti-money laundering regulations, and to immediately disclose any changes over the course of the business relationship. If you do not provide us with the necessary information and documents, we cannot enter into the business relationship.

9. To what extent is there an automated decision making on a case-by-case basis?

As a matter of principle, we do not use automated decision-making pursuant to Art. 22 DS-GVO for the establishment and implementation of the business relationship. Should we use these procedures in individual business areas (e.g. determination of credit lines, approval of account overdrafts), we will inform you of this separately, insofar as this is required by law.

10. To what extent will my Data be used for profiling (Scoring)?

We partly process your data automatically with the aim of identifying certain personal aspects. (Profiling). For example, we use profiling in the following cases:

- // Based on legal requirements, we are committed to combating money laundering, terrorist financing and property-threatening crimes. Data analyses are also carried out (e.g. in payment transactions). These measures also serve to protect you.
- // We use assessment tools in order to be able to notify you and advise you regarding products in a targeted manner. These allow tailored communications and marketing including market and opinion research.
- // As part of the assessment of your creditworthiness, we use scoring for private customers and rating for corporate customers. This calculates the probability with which a customer will meet its payment obligations in accordance with the contract. For example, income, expenses, existing liabilities, occupation, etc. can be included in the calculation, Employer, length of service, payment history (e.g. account transactions, balances), experiences from the previous business relationship, contractual repayment of previous loans and information from credit agencies. In the case of corporate customers, additional Data, such as industry, annual results and financial circumstances. The scoring and the rating based on a mathematically and statistically recognized and proven Procedure. The calculated scores and credit ratings help us to make the right decisions in the context of product closings and are included in ongoing risk management.

Information about your right to object in accordance with Article 21 GDPR

1. Case-by-case right of objection

You have the right of objection at any time to processing of your personal data based on Article 6 (1) f GDPR (data processing based on balancing interests). This also applies to profiling based on this provision in terms of Article 4 no. 4 GDPR that we use to check credit ratings or for marketing purposes.

If you submit an objection, we will no longer process your personal data unless we can give evidence of mandatory, legitimate reasons for processing that outweigh your interests, rights and freedoms, or if processing serves the enforcement, exercise or defense of legal claims.

2. Right to object to data processing for direct marketing purposes

We also process your personal data in order to conduct direct marketing. If you prefer not to receive any marketing materials, you have the right to object at any time to the processing of personal data relating to you for the purpose of such marketing activities; this also applies to profiling insofar as it is in direct connection with such direct marketing. We will comply with this objection in the future.

If you object to processing for the purpose of direct marketing, we will no longer process your personal data for this purpose.

The objection can be made without any particular form and should ideally be addressed to:

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Friedrichswall 10
30159 Hannover
Phone: +49 (0)511 361-0
Fax: +49 (0)511 361-2502
E-Mail: Kundenservice@nordlb.de