

# Data protection information for suppliers and service providers

Our handling of your data and your rights Information in accordance with Art. 13, 14 and 21 of the General Data Protection Regulation (GDPR)

Status: December 2024

We hereby inform you about the processing of your personal data by us and the claims and rights to which you are entitled under data protection regulations. Which data is processed in detail and how it is used depends largely on the data required to provide the services agreed with you.

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

The responsible body is:

Norddeutsche Landesbank Girozentrale Friedrichswall 10  
30159 Hanover  
Phone 0511 361-0  
Fax 0511 361-2502  
E-mail Kundenservice@nordlb.de

You can contact our **data protection officer** at:

Norddeutsche Landesbank Girozentrale  
Data Protection Officer  
Friedrichswall 10  
30159 Hanover  
Phone +49 511 361 2808  
E-mail datenschutz@nordlb.de

## 2. What sources and data do we use?

We process personal data that we receive from you as part of our business relationship.

On the other hand, we process personal data that we have legitimately obtained from publicly accessible sources (e.g. debtor directories, land registers, commercial and association registers, press, media) and are authorised to process.

Relevant personal data are personal details (e.g. name, address and other contact details, date and place of birth and nationality) and legitimisation data (e.g. ID card data). In addition, this may also include data from the fulfilment of our contractual obligations, information about your financial situation (creditworthiness data, scoring/rating data, origin of assets), documentation data (e.g. declaration of suitability), register data.

Furthermore, all contractual documents associated with the order, including the subject matter of the order, invoices, all correspondence, bank details and all other data relating to the fulfilment of a contractual relationship are processed. If necessary, professional data such as certificates and professional qualifications etc. will also be processed, insofar as this is necessary for the fulfilment of the contract initiation or execution.

The data is provided by the data subject directly or by the service provider commissioned or to be commissioned.

As part of your service relationship, the personal data provided by you (e.g. master data, emergency contacts) as well as data arising from the potential/current or former contractual relationship (e.g. invoice data) will be processed.

### **3. What do we process your data for (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 the German Federal Data Protection Act (BDSG).

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

The processing of personal data (Art. 4 No. 2 GDPR) is carried out for the purpose of entering into, managing and terminating contractual relationships.

The processing and transfer of personal data takes place for the fulfilment of our contract or for the implementation of pre-contractual measures with you and the commissioning and execution of our orders.

This applies in particular to payroll accounting and contractual correspondence.

#### **3.2. As part of the consideration of interests (Art. 6 para. 1 letter f GDPR)**

Where necessary, we process your data beyond the actual fulfilment of the contract to protect our legitimate interests or those of third parties. Examples

- // Consultation of credit agencies (*e.g. CREFO*) to determine creditworthiness and default risks
- // Assertion of legal claims and defence in legal disputes;
- // Guarantee of the bank's IT security and IT operations;
- // Prevention of misuse, theft, loss, unauthorised use, transfer to third parties or alteration of bank-related data, including personal and other customer data and business secrets
- // Prevention and investigation of criminal offences;
- // Video surveillance is used to collect evidence in the event of criminal offences. It therefore serves to protect customers and employees as well as to exercise domiciliary rights;
- // Measures for building and plant security (*e.g. access controls*);
- // Measures to ensure domiciliary rights;
- // Business management measures

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

If you have given us your consent to process personal data for specific purposes, the lawfulness of this processing is based on your consent. Any consent you have given can be revoked at any time.

Please note that the cancellation is only effective for the future. Processing that took place before the cancellation is not affected.

### 3.4. Due to legal requirements (Art. 6 para. 1 letter c GDPR)

As a bank, we are subject to various legal obligations, i.e. statutory requirements (e.g. German Banking Act, Money Laundering Act, Securities Trading Act, tax laws) and banking supervisory requirements (e.g. the European Central Bank, the European Banking Authority, the German Bundesbank and the Federal Financial Supervisory Authority as well as the savings banks supervisory authorities responsible under the respective state laws). The purposes of processing include the fulfilment of control and reporting obligations under tax law as well as the assessment and management of risks.

## 4. Who receives your data?

Within the bank, those departments that need your data to fulfil our contractual and legal obligations will have access to it. Processors we use (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.

We may only pass on information about you outside the bank if this is required by law, if you have given your consent or if we are authorised to provide information. Under these conditions, recipients of personal data may be, for example

// Public bodies and institutions (e.g. Deutsche Bundesbank, Federal Financial Supervisory Authority, European Banking Authority, European Central Bank, tax authorities) in the event of a legal or official obligation.

Other data recipients may be those entities for which you have given us your consent to transfer data or for which you have exempted us from business secrecy in accordance with the agreement or consent.

## 5. How long will your data be stored?

Where necessary, we process and store your personal data for the duration of our business relationship, which also includes, for example, the initiation and fulfilment of a contract.

In addition, we are subject to various retention and documentation obligations arising from the German Commercial Code (HGB), the German Fiscal Code (AO), the German Banking Act (KWG), the German Money Laundering Act (GwG) and the German Securities Trading Act (WpHG), among others. The retention and documentation periods specified there are two to ten years.

Finally, the storage period is also assessed according to the statutory limitation periods, which, for example, according to Sections 195 et seq. of the German Civil Code (BGB), are generally three years, but in certain cases can be up to thirty years.

**6. Which data is transferred to a third country or an international organisation?**

Data will only be transferred to third countries (countries outside the European Economic Area - EEA) if this is necessary for the purpose of the service relationship, if it's required by law or if you have given us your consent. We will inform you of the details separately if required by law.

**7. What data protection rights do you have?**

Every data subject has the right of access under Art. 15 GDPR, the right to rectification under Art. 16 GDPR, the right to erasure under Art. 17 GDPR, the right to restriction of processing under Art. 18 GDPR and the right to data portability under Art. 20 GDPR. The restrictions under Sections 34 and 35 BDSG apply to the right of access and the right to erasure. There is also a right to lodge a complaint with a data protection supervisory authority (Art. 77 GDPR in conjunction with Section 19 BDSG).

**8. Do you have an obligation to provide data?**

As part of the service relationship, you only need to provide the personal data that is required for the establishment, execution and termination of the contractual relationship or that we are legally obliged to collect. Without this data, we will generally no longer be able to conclude the contract or an existing contract and may have to terminate it.

**9. To what extent is there automated decision-making in individual cases? To what extent is your data used for profiling (scoring)?**

No automated decision-making or profiling takes place.

**Information about your right to object in accordance with Art. 21 of the General Data Protection Regulation (GDPR)**

You have the right to object, on grounds relating to your particular situation, at any time to processing of personal data concerning you which is based on Article 6(1)(e) of the GDPR (data processing in the public interest) and Article 6(1)(f) of the GDPR (data processing on the basis of a balancing of interests).

If you object, we will no longer process your personal data unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms or the processing serves the establishment, exercise or defence of legal claims.

The objection can be made informally and should preferably be addressed to:

Norddeutsche Landesbank Girozentrale Friedrichswall 10

30159 Hanover

Phone: 0511 361-0

Fax: 0511 361-2502

E-mail: [datenschutz@nordlb.de](mailto:datenschutz@nordlb.de)