

Privacy Notice regarding the processing of personal data
in the context of accessing the contact forms of B.C. Intesa Sanpaolo Romania S.A.

Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (the "Regulation"), contains a series of rules aimed at ensuring the processing of personal data in accordance with the fundamental rights and freedoms of natural persons, in order to increase the level of protection of personal data.

This *Privacy Notice* includes details regarding these requirements of the Regulation and the manner in which Banca Comercială Intesa Sanpaolo România S.A. processes your personal data provided in the contact forms both on the Bank's website and on social networks (such as Facebook) for the purposes specified in this *Privacy Notice*, in accordance with the provisions of the Regulation.

Section 1 – Identity and contact details of the data controller

BANCA COMERCIALA INTESA SANPAOLO ROMANIA S.A., with its registered office in Bucharest, 29-31 Sos. Nicolae Titulescu, Zip code 011132, District 1, registered with the Credit Institutions Register under no. RB-PJR-02-032/18.02.1999, registered with the Trade Register of Bucharest Court under no. J2015002449405, tax identification number RO 8145422, share capital subscribed and paid up 2.167.530.235 lei, in its capacity as Data Controller, processes the personal data ("personal data") obtained directly from you, which you have provided in the Bank's contact form, in accordance with the principle of legality, fairness and transparency, the requested data being adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.

Section 2 - Purpose and basis of the processing of personal data

We inform you that the Bank will process the data in this form (directly or through contracting partners) for the purposes of contacting you, analyzing and managing your request in relation to the requested banking products and services, communicating information and offers regarding the Bank's products and services.

In this regard, the Bank will process your data ("Data Subject") based on the following grounds:

a) Article 6 letter b of Regulation no. 2016/679 regarding the taking of steps in relation to your request for obtaining the Bank's products/services;

b) art.6 let.f of Regulation no. 2016/679 in legitimate interest such as: identifying you, formulating an answer or clarification, statistical analysis on the efficiency of internal processes, drafting internal reports on the status of requests, reconciliation.

Section 3 - Categories of personal data processed

The personal data provided in the website form are the following: name, surname, telephone number, e-mail ("Personal Data").

During the processing of personal data, the Bank will take all necessary measures to ensure the confidentiality of personal data and the security of their processing, in accordance with the applicable legal provisions.

Section 4 – Duration of data processing

In order to achieve the aforementioned processing purposes, the Bank will process the personal data during the performance of the banking services, as well as thereafter in order to comply with the applicable legal obligations, including, but not limited to, the provisions regarding the archiving obligation and the legitimate interests of the Bank. It is possible that, following the fulfillment of the legal archiving

deadlines, the Bank will order the anonymization of the data, thus depriving them of their personal character and will continue the processing of anonymous data for statistical purposes.

Section 5 - To whom we share your personal data

In order to fulfil the purposes of processing, the Bank may disclose some or all categories of personal data to the following categories of recipients: the data subject and/or his/her representatives, representatives of the Bank, entities of the Intesa Sanpaolo Group, judicial authorities or other public authorities of any kind, international organisations, suppliers of services and goods, other contractual partners, operators and/or proxies of the Bank. More information can be found at any time on the Bank's website <https://www.intesasanpaolobank.ro/> the Data Protection *section*, which completes the information available in this document. You can also contact the Bank's Data Protection Officer at dpo@intesasanpaolo.ro email address.

Section 6 – Transfers of personal data to third countries or international organisations outside the European Union

Personal data may be processed both inside and outside the European Economic Area (EEA), only subject to contractual restrictions on privacy and security, in accordance with applicable data protection laws and regulations. We will ensure that the transfer, as appropriate, of personal data outside the EEA receives an adequate level of protection, as it does in the EEA (such as standard contractual clauses for transfers of personal data to other companies). We will not disclose your personal data to parties who are not authorised to process it.

Section 7 - Your Rights

In accordance with applicable law, as a data subject, you have the following rights: **1)** the right of access; **2)** the right to rectification; **3)** the right to erasure ("right to be forgotten"); **4)** the right to restriction of processing; **5)** the right to data portability; **6)** the right to object; **7)** automated individual decision-making, including profiling; **8)** the right to withdraw consent, when we process the data on the basis of your consent, **9)** the right to lodge a complaint with the competent data protection supervisory authority, without prejudice to the right to appeal to any other administrative or judicial court, if you consider that the processing of your personal data is taking place in violation of the Regulation and/or applicable regulations, you can file a complaint with the National Authority for the Supervision of Personal Data - ANSPDCP (www.dataprotection.ro).

You can exercise these rights at any time by sending a request or you can address any questions or concerns regarding the processing of personal data to the e-mail address dpo@intesasanpaolo.ro, by post, at the headquarters of B.C. Intesa Sanpaolo Romania S.A. in Bucharest, 29-31 Sos. Nicolae Titulescu, Zip code 011132, District 1, or directly, in any of the Bank's territorial units.

Your refusal to provide personal data makes it impossible for the Bank to contact and analyze your request. In this case, you can contact any unit of the Bank. For details on the Bank's units, please access the following link: <https://www.intesasanpaolobank.ro/persoane-fizice/branch-locator.html>.

More information about the processing of personal data and your rights can be found on the <https://www.intesasanpaolobank.ro/> Bank's website, in the "Data Protection" section.

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