

# PERSONAL DATA PROCESSING POLICY

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## TERMS AND ABBREVIATIONS

**Bank** – AS BlueOrange Bank, registration No. 40003551060, address: Smilšu iela 6, Rīga, Latvia, LV-1050, telephone: +371 67 031 333, e-mail: info@blueorangebank.com, website: www.blueorangebank.com.

**Client** – any natural person who uses, used or expressed a wish to use any services provided by the Bank, or is otherwise related thereto (for example, beneficial owner, authorised person, representative, warrantor, etc.).

**Controller** – the Bank that determines the purposes and means of processing of Personal Data.

**Data Subject** – an identified or identifiable natural person. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier (such as a name, an identification number, location data, an online identifier, etc. of that natural person). At the Bank, the Data Subject is, for instance, a Client or a Bank's employee.

**EEA** – European Economic Area.

**EU** – European Union.

**Personal Data** – any information relating to the Data Subject.

**Personal Data Breach** – a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Personal Data transmitted, stored or otherwise processed.

**Policy** – Personal Data Processing Policy.

**Processing of Personal Data** – any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

**Processor** – a partner (both natural and legal person) which processes Personal Data on behalf of and in favour of the controller.

**Regulation** – Regulation (EU) 2016/679 of the European Parliament and of the Council 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).

## 1. GENERAL PROVISIONS

- 1.1. The goal of the Personal Data Processing Policy is to protect the fundamental rights and freedoms of natural persons with regard to the processing of Personal Data by the Bank in accordance with the laws and regulations applicable in the Republic of Latvia and EU in the field of personal data protection, as well as to disclose information on the processing of Personal Data to the Data Subject in accordance with the requirements of the Regulation.

- 1.2. The Policy lays down the general procedures for carrying out the processing of Personal Data, defining the main purposes and conditions of processing of Personal Data, applying the fundamental principles of Personal Data protection in processing Personal Data, as well as the storage period of Personal Data and the cases when Personal Data are transferred to third parties and to third countries, and the procedures pursuant to which the Data Subject may exercise his/her rights.
- 1.3. The Policy has been developed taking into account the requirements of the Regulation with regard to the security of Personal Data. The Bank shall process Personal Data respecting person's interest to protect his/her privacy.
- 1.4. The Bank shall ensure the confidentiality of Personal Data within the framework of applicable laws and regulations and have taken appropriate technical and organisational measures to protect Personal Data against unauthorised access, unlawful processing, disclosure, accidental loss, alteration or destruction.
- 1.5. In certain cases, the Bank, in processing Personal Data, may have the status of the Processor for another controller, for example, offering travel insurance services to Clients within the framework of insurance mediation; in these cases, the Policy shall not apply to the processing of the relevant Personal Data.
- 1.6. The terms used herein correspond to the terms used in the Regulation.
- 1.7. This Policy shall be binding to all employees of the Bank.
- 1.8. The cookies policy of the Bank is available on the Bank's website: [www.blueorangebank.com](http://www.blueorangebank.com).

## 2. GENERAL PRINCIPLES OF PROCESSING PERSONAL DATA

- 2.1. In order to ensure that the processing of Personal Data is secure and complies with the requirements of the Regulation and other laws and regulations, the Bank as the Controller shall observe the following principles relating to the processing of Personal Data:
  - 2.1.1. Personal Data shall be processed lawfully, fairly and in a transparent manner in relation to the Data Subject (**'lawfulness, fairness and transparency'**). In implementing this principle, the Bank has developed this Policy by which it informs the Data Subject of the processing of his/her Personal Data and ensures that Personal Data are not used for purposes other than those for which they have been collected. The Bank respects the rights of the Data Subject enabling him/her to control and monitor the processing of his/her data (see Section 7 herein);
  - 2.1.2. Personal Data shall be processed for clear purposes and solely according to them (**'purpose limitation'**). The Bank shall not collect and store Personal Data for unclear future purposes, the need for which has not been assessed and the commencement of implementation of which has not been approved by laws and regulations or the internal regulatory documents of the Bank;
  - 2.1.3. Personal Data shall be adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed (**'data minimisation'**). In implementing this principle, the Bank shall not request from the Data Subject and shall not process more information than is necessary for attaining the relevant purpose;
  - 2.1.4. Personal Data shall be accurate (**'accuracy'**). The Bank shall ensure that it processes only correct and accurate data. If the Bank has any doubts regarding the up-to-dateness or correctness of the information provided by the Data Subject, the Bank shall contact the Data Subject to clarify the information being processed. Every Data Subject shall have a duty to notify the Bank if the information provided by the Data Subject to the Bank (for example, person's surname, telephone number, residence address, etc.) has changed;
  - 2.1.5. Personal Data shall be kept for no longer than is necessary (**'storage limitation'**); The Bank shall process Personal Data for no longer than is necessary for achieving a specific purpose. An exception shall be in the event upon the disappearance of the specific purpose, another legitimate purpose occurs (see Section 8 herein);
  - 2.1.6. Personal Data shall be processed in a manner that ensures appropriate security of the Personal Data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures (**'integrity and confidentiality'**). The Bank shall protect Client data using modern technology possibilities, taking into account the existing privacy risks (for example, various security measures are used – data encryption when transmitting data; firewalls; hacker protection, etc.); likewise, the information technology system is constantly improved by the Bank with the aim to ensure the security of Personal Data. The Bank shall ensure that access to Personal Data is granted only to the employees for whom it is necessary for the fulfilment of their job duties. The Bank has developed a range of regulatory documents governing the procedures for granting the right of access to information, pursuant to which work is carried out with Personal Data, other confidential or secret information. For the purposes of minimising the risk of occurrence of a Personal Data Breach, the Bank shall monitor the activities relating to the processing of Personal Data, register every incident affecting data security and take measures to prevent further threats to data.

- 2.2. The Bank shall be liable for compliance with the principles referred to in sub-clauses of Clause 2.1 herein and ensure their observance as follows:
- 2.2.1. introducing this Policy and ensuring the compliance of Bank's operation thereto;
  - 2.2.2. introducing appropriate technical and organisational means and measures (including the development of internal regulatory documents, the performance of internal data processing audits);
  - 2.2.3. carrying out the regular training of current and new employees, including on the processing and protection of Personal Data, as well as the observance of confidentiality and ethical norms;
  - 2.2.4. updating internal regulatory documents with regard to processing activities;
  - 2.2.5. carrying out a data protection impact assessment, if necessary;
  - 2.2.6. introducing and maintaining a data processing register, wherein all the information shall be recorded regarding the activities relating to the processing of Personal Data (the purpose of processing of Personal Data; legal basis; categories of data; categories of Data Subject; recipients of data; transfer of data to third countries; periods of storage; etc.);
  - 2.2.7. designating a data protection officer;
  - 2.2.8. informing the Data Subject of his/her rights and the processing of Personal Data by the Bank.
- 2.3. If a Personal Data Breach results or is likely to result in a high risk to the rights and freedoms of the Data Subject, the Bank shall inform the Data Subject and the Data State Inspectorate thereof in accordance with the requirements of the Regulation and the internal regulatory documents of the Bank.

## 3. CATEGORIES OF PERSONAL DATA

- 3.1. Personal Data may be collected from the Data Subject, from the Client's activities relating to the use of services (for example, cookies, IP addresses, authentication), and from external sources, such as public and private registers or third parties.
- 3.2. The categories of Personal Data mainly collected and processed by the Bank shall include inter alia:
- 3.2.1. **Identification data:** the name and surname, date of birth, personal ID number; data of the personal identification document; citizenship; tax residence; taxpayer ID number of the Data Subject;
  - 3.2.2. **Contact details:** actual and/or declared residence address; telephone number; e-mail address; language of communication;
  - 3.2.3. **Family data:** information on the spouse, dependants, heirs and other related persons of the Data Subject;
  - 3.2.4. **Professional data:** education or professional career;
  - 3.2.5. **Client's financial data:** accounts; ownership; transactions; loans; income; obligations; Client's financial experience and investment goals, including data collected during the selection and provision of investment services, insurance services and other products related to the investment risk management; commercial requests or performed transactions with financial instruments;
  - 3.2.6. **Data on the origin of assets or property:** data on the Client's counterparties and economic activities;
  - 3.2.7. **Customer due diligence data:** data on payment debts; data that enable the Bank to carry out activities relating to the customer due diligence in relation to anti-money laundering and counter-terrorism financing and check the observance of international sanctions, including the goal of cooperation and whether the Client is a politically exposed person;
  - 3.2.8. **Data obtained and/or created in fulfilling duties stipulated by laws and regulations:** data arising from information requests received from investigation authorities, sworn notaries, tax administration institutions, courts and bailiffs; information regarding income, credit obligations, owned properties, notes and historic notes in databases, as well as remaining debt obligations;
  - 3.2.9. **Communication data:** data collected when the Data Subject visits the Client Service Centre of the Bank, the Internet Bank, and other places in which the Bank provides services, or uses ATMs, or contacts the Bank by phone; visual and/or audio records; e-mail; messages and other messengers; social media; data obtained when the Data Subject visits Bank's websites or contacts through other canals of the Bank;
  - 3.2.10. **Data related to services:** performance or non-performance of a contract; performed transactions; use of ATMs; signed and invalid contracts; submitted applications, requests and complaints; interests; charges for services;
  - 3.2.11. **Data on habits and satisfaction:** activity of using services; used services; personal settings; answers to survey questions; Client satisfaction assessment;
  - 3.2.12. **Data on participation in lotteries and campaigns:** obtained points; prizes received in games or campaigns;
  - 3.2.13. **Information necessary for making and processing payments:** Client's current account number with the Bank; payment card information; payment history;
  - 3.2.14. **Access data to systems:** user names and passwords assigned to the Data Subject;
  - 3.2.15. **Information regarding the user of Bank's websites:** cookies, IP address;
  - 3.2.16. **Visual appearance of a person:** video surveillance.

## 4. PURPOSE AND LEGAL BASIS FOR THE PROCESSING OF PERSONAL DATA

- 4.1. In its operations, the Bank shall process various types of Personal Data, the scope and nature of which varies, taking into account many purposes of processing of Personal Data. The Bank shall request and process Personal Data only in cases where a specified purpose and legal basis have been determined for the processing.
- 4.2. The Bank shall not process information which is not required for achieving the set legitimate purposes. Prior to commencing the processing of Personal Data, the Bank shall always consider and determine the purposes of processing of Personal Data.
- 4.3. The Bank shall process Personal Data for the following purposes:
  - 4.3.1. the provision and administration of financial services:
    - 4.3.1.1. the identification of Clients;
    - 4.3.1.2. the performance of customer due diligence;
    - 4.3.1.3. the preparation and signing of an agreement (for example, agreement on opening and servicing a current account; loan agreement; payment card agreement; etc.) and in fulfilling contractual obligations;
    - 4.3.1.4. the provision of remote services;
    - 4.3.1.5. creditworthiness assessment; loan supervision;
    - 4.3.1.6. the provision of insurance services;
    - 4.3.1.7. account maintenance / ensuring the provision of payment services;
    - 4.3.1.8. the fulfilment of duties determined in laws and regulations (for example, the fulfilment of requirements of the Law on the Prevention of Money Laundering and Terrorism Financing; notification to the Credit Register of the Bank of Latvia);
  - 4.3.2. in providing services of the same nature to the Data Subject other than Bank's Client (for example, currency exchange);
  - 4.3.3. the advertising and distribution of services, i.e., marketing needs; for example, the sending and advertising of offers, performance of client surveys and due diligence, organisation of lotteries and draws, etc.;
  - 4.3.4. the examination and processing of complaints;
  - 4.3.5. the protection of own infringed rights (for example, recovery and collection of debts);
  - 4.3.6. the maintenance of the website and mobile applications as well as the improvement of operation;
  - 4.3.7. the provision of information to authorities, public officials or other institutions and officials or subjects of operative activity, in the cases and to the extent determined in laws and regulations (for example, to the State Revenue Service; court, police, prosecution office; bailiffs; notaries; controllers; etc.);
  - 4.3.8. guaranteeing the security of the Bank and/or the Client; protecting the life and health of the Client and/or its representatives, and other rights of the Bank and of the Client (visual and/or audio records), based on the legitimate interests of the Bank;
  - 4.3.9. personnel management needs;
  - 4.3.10. ensuring risk management;
  - 4.3.11. the fulfilment of duties determined in international agreements and laws and regulations in the field of tax, duties with regard to the automatic exchange of information regarding financial accounts, and other specified duties.
- 4.4. The Bank as the Controller shall obtain Personal Data mainly in the following ways:
  - 4.4.1. carrying the identification and due diligence of the Client prior to establishing business relationship;
  - 4.4.2. carrying out the due diligence of the Client during business relationship;
  - 4.4.3. establishing contractual relationship with the Client and fulfilling contractual obligations;
  - 4.4.4. providing services of the same nature to the Data Subject other than Bank's Client;
  - 4.4.5. consulting the Client by phone (if consultation requires identifying the Client) or receiving a Client's order for the performance of operations by phone;
  - 4.4.6. requesting information regarding the Client from various registers;
  - 4.4.7. hiring new employees;
  - 4.4.8. receiving a letter or e-mail from the Data Subject;
  - 4.4.9. carrying out video surveillance in the premises of the Bank or outside thereof;
  - 4.4.10. using information regarding the Data Subject from Internet resources and other publicly available sources.
- 4.5. The Policy shall apply to the processing of Personal Data regardless of the form and/or environment in which the Client provides Personal Data (on the Bank's website, in mobile applications, in hard copy or electronically) and of the Bank's system or hard copy in which they are processed.

- 4.6.** The Bank shall commence the processing of Personal Data only in the event the processing of Personal Data has a specified purpose (for example, signing of an agreement; provision of a certain service; fulfilment of duties determined in laws and regulations; etc.) and an appropriate legal basis is determined for the processing of Personal Data.
- 4.7.** If the Data Subject refuses from the processing of Personal Data, the Bank shall have grounds for denying of the provision of Bank's services.
- 4.8.** Legal grounds for the processing of Personal Data can be the following:

	<b>Legal basis</b>	<b>Necessity</b>
4.8.1.	Establishment and fulfilment of contractual relationship	<p>This legal basis shall ensure a possibility of processing Personal Data prior to entering into a contract in order to prepare the contract and process the Personal Data as long as the contract with the Data Subject is valid.</p> <p>With regard to the processing of Personal Data for the performance of a contract, the Data Subject shall have no right to prohibit the use of his/her data for the performance of the contract as long as the contract is valid.</p> <p>The Bank shall request all the information necessary for entering into a contract; moreover, the legal basis shall apply also in cases where a contract is not signed due to any reasons.</p> <p>The Bank shall apply this legal basis to the transfer of data to international payment card organisations (MasterCard, VISA, etc.) for the performance of payment card (credit card) agreements entered into by and between the Client and the Bank, as well as the transfer of information to correspondent banks for ensuring the performance of payments arising from a payment account agreement entered into by and between the Client and the Bank, etc.</p>
4.8.2.	Compliance with a legal obligation	<p>The Bank shall apply this legal basis to the processing of Personal Data when the Bank has no freedom to act — the relevant activity is regulated by the provisions of laws and regulations applicable in EU or Latvia.</p> <p>For example, the duty to assess information regarding the income and expenditure of a consumer prior to entering into a loan agreement as stipulated by Section 8, Paragraph 41 of the Consumer Rights Protection Law.</p>
4.8.3.	Protecting the vital interests of the Data Subject or of third parties	<p>The Bank shall apply this legal basis in exceptional cases where the processing of Personal Data is carried out, for example, to protect the life or health of a person. For example, if the Data Subject incurs health problems in the premises of the Bank and the health condition must be discussed with the emergency medical assistance workers.</p>
4.8.4.	Observance of the public interest or the exercise of official authority	<p>The Bank shall apply this legal basis by way of exception and it shall be similar to compliance with a legal obligation, as the public interest or the official authority vested in the Bank shall be stipulated by laws and regulations. Unlike the legal obligation, the Bank may have the freedom to act (or partial freedom to act) in this case. For example, the notification of possible criminal offences, such as attempted financial fraud, to investigation authorities upon the initiative of the Bank.</p>
4.8.5.	Legitimate interests of the Bank or of a third party	<p>The Bank shall apply this legal basis where applications must include information regarding third parties which is crucial for the use of Bank's products (warrantors, pledgers, persons involved in a transaction in the event of opening an escrow account, etc.), for ensuring the security of property (video surveillance, admission system), for the storage of evidence of performing a transaction (records of telephone conversations), the protection of its infringed rights (recovery of debts). In carrying out the processing of data according to this legal basis, the Bank shall verify the balancing of interests prior to commencing the processing concerned.</p>
4.8.6.	Consent given by the Data Subject	<p>The Bank shall apply this legal basis, for example, for marketing needs, when a person registers for lotteries, draws or the receipt of informative materials.</p> <p>The Data Subject shall have the freedom of choice — either to provide his/her consent to the processing of Personal Data or not; likewise, the Data Subject shall have the right to withdraw his/her consent at any time, thus discontinuing the processing concerned. The withdrawal of consent shall not affect the lawfulness of storage which has occurred before the receipt of withdrawal.</p> <p>For example, if the Bank sends informative materials to the Client regarding the Bank and its products based on the consent given by the Client, the Bank shall discontinue the further sending of information as soon as the Client has withdrawn his/her consent.</p>

- 4.9.** With regard to the Client, the Bank shall carry out automated decision-making, including profiling. Profiling means any form of automated processing of Personal Data consisting of the use of Personal Data to evaluate certain personal aspects relating to the Client, in particular to analyse or predict, for example, aspects concerning that natural person's economic situation, personal preferences, interests, or location. For example, the Bank shall carry out profiling in the processes necessary for disbursing a loan and determining the conditions of lending, as well as in the processes of identifying suspicious transactions. An automated individual decision means a decision based solely on automated processing which causes legal consequences with regard to the Client or has a significant impact on the Data Subject in a similar way. Automated individual decision-making may be carried out both with and without profiling. The Bank shall certify that the Client is informed individually, if the obtained Personal Data are used for automated individual decision-making (including profiling).



## 5. TRANSFER OF PERSONAL DATA TO THIRD PARTIES

- 5.1.** In processing Personal Data, the Bank's priority shall be the observance of information confidentiality. Information may be transferred to third parties in the amount and in the cases stipulated by the applicable laws and regulations of Latvia and EU, as well as for the purposes of ensuring the provision of high-quality and effective services or when it is necessary for the performance of contractual obligations with the Data Subject.
- 5.2.** The Bank shall not disclose the Personal Data of the Client or any information obtained during the provision of any services and the validity period of a contract, including information on received financial services or other information, to third parties, except the following:
- 5.2.1.** if data must be transferred to the third party concerned within the framework of the signed contract in order to fulfil the function necessary for the performance of the contract or delegated by law;
  - 5.2.2.** if a clear and explicit consent has been received from the Client;
  - 5.2.3.** if it is stipulated by external laws and regulations only in the case, to the extent and pursuant to the procedures determined in laws and regulations (for example, law enforcement authorities; bailiffs; sworn notary offices; tax administrations; supervisory authorities; financial investigation authorities);
  - 5.2.4.** in the cases determined in external laws and regulations for the protection of legitimate interests pursued by the Bank, for example, by applying to court or other authorities against the Client who has infringed the legitimate interests of the Bank, inter alia, to debt collectors according to the assigned right to claim; to bankruptcy or insolvency proceedings administrators;
  - 5.2.5.** to third parties which maintain registers, for example, credit registers, population registers, commercial registers, securities registers and other registers which contain Personal Data or through which Personal Data are transferred;
  - 5.2.6.** to auditors, legal advisers, financial consultants or other Processors approved by the Bank which carry out the processing of Personal Data by order of the Bank;
  - 5.2.7.** to credit institutions and financial institutions, providers of insurance services, third parties involved in the performance of trade transactions, making of payments and the reporting cycle, for example, places of fulfilment; registers of transactions, approved publishing bodies, approved reporting systems; to local and foreign brokers and depositories;
  - 5.2.8.** to the related companies of the Bank;
  - 5.2.9.** to other persons who answer for the Client's liability towards the Bank for proper fulfilment, for example, warrantors, guarantee issuers, pledgers;
  - 5.2.10.** to the members of European and international payment systems, including SWIFT, and related persons;
  - 5.2.11.** to the beneficial owners of the payment or transaction;
  - 5.2.12.** to insurance companies;
  - 5.2.13.** to other persons related to the provision of Bank's services, including archiving, providers of postal services, telecommunication service, providers of services rendered to the Client, for the services of which the Client has submitted e-invoices, sellers of lease objects and authorised persons related to their maintenance;
  - 5.2.14.** to partners which provide loyalty programmes and various privileges to Clients and Employees.
- 5.3.** Prior to the transfer of data to a third party, the Bank shall enter into a contract with the third party concerned, wherein it shall stipulate detailed procedures pursuant to which the third party shall process and protect Personal Data. Only information necessary for a specified purpose shall be transferred to the third party. If feasible, the Bank shall transfer pseudonymised information according to which the third party cannot identify the Data Subject concerned or using the encryption of Personal Data. The Bank may not enter into a contract with the third party in cases where the transfer of the data concerned is regulated by laws and regulations in force in Latvia or EU.

## 6. TRANSFER OF PERSONAL DATA TO THIRD COUNTRIES

- 6.1.** Usually, Personal Data shall be processed in EU/EEA; however, in certain cases they may be transferred to and processed by countries not included in EU/EEA (third countries). The transfer and processing of Personal Data outside EU/EEA may be carried out if there is a legal basis, namely, for compliance with a legal obligation, for the entering or performance of a contract, or in accordance with the Client's consent, and due security measures have been taken. Due security measures shall mean, for example, a signed agreement, including standard clauses of the EU Treaty, which has been approved in accordance with the Regulation; the recipient is located in a country which, in accordance with the decision of the EU Commission, offers an adequate level of data protection; the recipient is certified in accordance with the Privacy Shield (applies to recipients located in the United States of America).

- 6.2. At the request, the Data Subject may receive more detailed information regarding the transfer of Personal Data to countries outside EU/EEA.

## 7. RIGHTS OF THE DATA SUBJECT

- 7.1. The Data Subject shall, submitting a written request to the Bank, have the right to obtain information regarding his/her Personal Data at the disposal of the Bank, as well as the right to obtain their rectification, erasure or supplementing. This right of the Data Subject shall not apply to the collection and processing of data which is carried out for the fulfilment of requirements of anti-money laundering laws and regulations, as well as in other cases determined in laws and regulations.
- 7.2. The Data Subject may submit information requests and complaints regarding the processing of Personal Data in the following ways:
- 7.2.1. in writing, submitting **in person** at the Client Service Centre (Jēkaba iela 2, Rīga, LV-1050, Latvia), producing a personal identification document;
  - 7.2.2. **electronically**, signing with a secure electronic signature and sending by e-mail to: [datu aizsardziba@blueorangebank.com](mailto:datu aizsardziba@blueorangebank.com);
  - 7.2.3. sending a message in the **Internet Bank** of the Bank <https://ib.blueorangebank.com>.
- 7.3. Upon receiving a request of the Data Subject regarding the exercise of his/her right, the Bank shall check the identity of the Data Subject. Information available to the Bank regarding the Client and his/her transactions, which the Bank obtains while providing financial services, in accordance with signed contracts, shall be non-disclosable information in accordance with the Credit Institution Law and shall be issued only to the Client him-/herself or his/her legal representatives.
- 7.4. The Data Subject shall have the following rights with regard to the processing of Personal Data:
- 7.4.1. **to receive information** regarding the processing of his/her Personal Data, purposes and legal grounds. If Personal Data are collected to third parties (for example, for the Client's creditworthiness check; Client's due diligence information obtained from public and third-party databases) and such obtaining and/or disclosure of information is stipulated by laws and regulations of EU or Latvia, in accordance with Article 14(5) of the Regulation, the Bank shall have no duty to inform the data subject of such processing of Personal Data;
  - 7.4.2. **to access** to his/her data and to receive confirmation on the processing of data. For example, in the Internet Bank of the Bank the Client shall have the opportunity to become acquainted with information regarding balance in accounts, regarding the Personal Data submitted to the Bank, payment history;
  - 7.4.3. **to rectify** his/her data, if they are incorrect or inaccurate. The Data Subject shall, submitting a justified request and information justifying the request concerned (if necessary), have the right to obtain from the Bank the supplementing or rectification of his/her Personal Data which are inaccurate or incomplete without undue delay;
  - 7.4.4. **to erase** his/her Personal Data, i.e., the 'right to be forgotten', for example, if the data are no longer necessary for the purposes for which they have been collected, or if the Data Subject has withdrawn his/her consent on which the processing of data is based, unless the Bank has another purpose and legal basis for their processing;
  - 7.4.5. **to restrict** the processing of Personal Data, for example, if the Data Subject contests the accuracy of data, or if data are no longer necessary for the purposes set by the Bank, but the Data Subject objects to the erasure of data for the establishment, exercise or defence of legal claims, etc.;
  - 7.4.6. **to object** to the processing of Personal Data, if the processing is in the legitimate interests of the Bank or in the public interest. The right to object cannot be exercised if the legal basis for the processing of Personal Data is the consent given by the Data Subject, the establishment and fulfilment of contractual relationship, compliance with a legal obligation, protecting the vital interests of the Data Subject or of third parties;
  - 7.4.7. **the right to data portability** in order to preserve them or ensure an opportunity for the repeated use of data, for example by transferring to another service provider. This right cannot be exercised with regard to the completely all information. The right can be exercised with regard to the Personal Data provided by the Data Subject, for example, by completing standard sheets and forms, applying for the use of Bank's products and services, as well as to the Personal Data which are processed by automated means (rather than using paper documents).
- 7.5. The Bank shall examine the requests of the Data Subject without undue delay, but not later than within one month following the receipt of the request concerned and provide reply to the Data Subject informing about the measures to be taken with regard to his/her request. The Bank may prolong the term for the fulfilment of requests by another two months if there are grounds therefor (for example, a great number of requests or complexity of requests).
- 7.6. The Bank shall reply to the requests of the Data Subject, as well as carry out any other activities relating to the fulfilment of the request of the Data Subject for free, except cases where the request is obviously unjustified, excessive or disproportionate to the resources available to the Bank, i.e., the fulfilment of the requests or of its fulfilment conditions result in a threat to the operation of the Bank or the rights of other natural persons.



- 7.7.** The Data Subject shall have the right to lodge a complaint if he/she considers that his/her Personal Data are processed contrary to the requirements of laws and regulations: to the Data State Inspectorate, website: [www.dvi.gov.lv](http://www.dvi.gov.lv), address: Blaumaņa iela 11/13-15, Rīga, LV-1011, telephone: +371 67223131, e-mail: [info@dvi.gov.lv](mailto:info@dvi.gov.lv).
- 7.8.** The Data Subject shall have the right to lodge a complaint to the supervisory authority of the Member State in which his/her permanent place of residence, place of work or possible place of committing violation is located, if the Data Subject considers that the Bank violates the requirements of laws and regulations in processing his/her Personal Data. Information regarding supervisory authorities is available here: [http://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index\\_en.htm](http://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index_en.htm)

## 8. STORAGE PERIOD OF PERSONAL DATA

- 8.1.** Personal Data shall be processed as long as is necessary. The storage period may be based on a contract with the Client, the legitimate interests pursued by the Bank, or applicable laws and regulations (for example, laws on accounting, on anti-money laundering, the Civil Law in the event of expiry of the limitation period, etc.).
- 8.2.** The Bank shall store and process the Personal Data of the Data Subject as long as one of the following conditions exist:
- 8.2.1.** as long as a contract signed with the Data Subject is valid;
  - 8.2.2.** as long as the Bank or the Data Subject can exercise their legitimate interests pursuant to the procedures laid down in external laws and regulations (for example, to submit objections or establish or pursue a claim to the court);
  - 8.2.3.** as long as the Bank has a legal obligation to store Personal Data;
  - 8.2.4.** as long as the consent of the Data Subject to the processing of Personal Data is valid, unless there is another legal basis for the processing of Personal Data.
- 8.3.** After the storage period of Personal Data has expired in accordance with Clause 8.2 herein, the Personal Data of the Data Subject shall be erased.

## 9. PERSONAL DATA PROTECTION OFFICER

- 9.1.** The Bank shall designate a personal data protection officer who shall organise, control and monitor the compliance of processing of Personal Data by the Bank as the Controller to the requirements of laws and regulations and this Policy, as well as ensure cooperation with the supervisory authority — the Data State Inspectorate. The personal data protection officer shall consult Bank's employees who carry out the processing of Personal Data on his/her duties in accordance with the Regulation and other laws and regulations on data protection, as well as provide information to the Data Subjects who apply to the Bank with questions concerning the processing of Personal Data.
- 9.2.** The Data Subject shall have the right to receive replies to general questions relating to the processing of Personal Data by the Bank (the questions which do not require the provision of non-disclosable information), as well as to withdraw the consent given to the processing of his/her Personal Data, contacting the Bank by e-mail: [datu aizsardziba@blueorangebank.com](mailto:datu aizsardziba@blueorangebank.com), while an information request regarding the processing of his/her Personal Data or a complaint shall be submitted pursuant to the procedures laid down in Clause 7.2 herein. The Bank shall ensure communication in Latvian, Russian and English.

## 10. UPDATING OF THE POLICY

- 10.1.** This Policy shall be updated taking into account changes to the processing of Personal Data by the Bank and in accordance with amendments to external laws and regulations, but no less than once per year.
- 10.2.** The personal data protection officer shall have the right to submit proposals to the Board of the Bank regarding the improvement of the personal data protection system at the Bank.
- 10.3.** The Board of the Bank shall have the right to introduce amendments to this Policy and submit proposals regarding the introduced amendments to the Council of the Bank.
- 10.4.** The Council of the Bank shall revise this Policy at least once per year, assessing its up-to-dateness, and confirm it.
- 10.5.** This Policy with amendments introduced thereto shall be published on the Bank's website and be valid as of the date of publishing thereof.