

## Information about the automated individual decision making, including profiling

AS BlueOrange Bank (hereinafter referred to as the Bank) informs that when you apply for a credit risk-related service (such as a credit limit, consumption credit) by completing the Bank's application form, the Bank carries out an automated individual decision making, including profiling.

### Automated individual decision making, including profiling

Profiling is the automated processing of personal data, which the Bank uses to analyse and evaluate your economic situation. Profiling makes use of the information that you have submitted to the Bank – income, debt obligations, marital status, the number of dependents, occupation etc., as well as the information obtained from third parties (National Social Insurance Agency, AS „Kredītinformācijas Birojs”, Credit Register of the Bank of Latvia) according to the procedures and to the extent specified in regulatory enactments.

An automated individual decision is made based on the profiling results, and determines: 1) whether you are granted or denied the credit amount; (2) if the credit is granted, then its amount and the applicable interest rate.

### Why the Bank uses automated individual decision making, including profiling?

This process is necessary for the conclusion of an agreement in order to ensure fast, accurate, effective and fair decision-making without discrimination. The automated decision-making process is designed to enable the Bank to offer you the amount of credit that is consistent with your individual financial situation, as well as to reduce the risk of failure to repay the loan in a timely manner; therefore, it is essential to provide the Bank with true and complete information.

### The right to review an automated individual decision (which includes profiling)

You have the right to express your opinion, as well as to dispute the decision. In this case, the automated individual decision (which includes profiling) will be reviewed by an employee of the Bank. If you want to express your opinion or challenge a decision, then it can be done in one of the following ways:

- 1)** in writing, by visiting the Client Service Centre (Jēkaba iela 2, Rīga, LV-1050, Latvia) **in person** and presenting an identity document;
- 2) electronically**, by signing with a secure electronic signature and sending an e-mail to [datu aizsardziba@blueorangebank.com](mailto:datu aizsardziba@blueorangebank.com);
- 3)** by sending a message via the Bank's **Internet Bank** <https://ib.blueorangebank.com>

The Bank will consider your request without undue delay and in any event will give you a reply within one month and will inform about the actions taken.

### Additional information on the Bank's processing of personal data

The Bank performs processing of personal data in compliance with data protection laws and regulations of the Republic of Latvia and the European Union, and in accordance with the General Terms of Business. More detailed information on personal data processing is available in the Client Service Centre or on the Bank's website

<https://www.blueorangebank.com/en/information-on-processing-of-personal-data>.