

INFORMATION ON THE PROCESSING OF PERSONAL DATA

PRIVACY NOTICE

In order to be compliant with the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 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) (the "GDPR"), Bank Handlowy w Warszawie S.A. (the „Bank”) hereby informs about the rules of processing Your personal data and about Your rights related with it.

Following rules are applicable from 25 May 2018.

If You have any questions regarding manners and scope of processing of Your personal data by the Bank, as well as regarding Your rights, please contact the Bank on the address ul. Senatorska 16, 00-923 Warsaw (Poland), or the data protection officer at the Bank via email (daneosobowe@bankhandlowy.pl) or post (address: ul. Senatorska 16, 00-923 Warsaw).

I. INDICATION OF THE DATA CONTROLLER

The data controller of Your personal data is Bank Handlowy w Warszawie S.A. with its registered office in Warsaw at ul. Senatorska 16.

II. PURPOSES AND LEGAL BASIS FOR THE PROCESSING OF YOUR PERSONAL DATA

1. The Bank processes Your personal data for the following purposes:
 - a) receiving and handling Your actions and complaints related to services provided by the Bank on basis of the Article 5 of the Act of 5 August 2015 on handling of complaints by financial market organisations and on the Financial Ombudsman (the Article 6.1.c of the GDPR);
 - b) receiving and handling other requests, motions and letters, for which the obligation to handle results from the applicable provisions of law (the Article 6.1.c of the GDPR);
 - c) receiving and handling other petitions, inquiries, applications or information addressed to the Bank, i.e. in legitimate interest of the Bank (the Article 6.1.f of the GDPR).
2. Moreover, in certain situations it might be necessary to process Your personal data due to necessity to pursue legitimate interests by the Bank (the Article 6.1.f of the GDPR), in particular but not limited to:
 - a) for purposes related with further actions of the Bank or third parties as a result of submitting the complaint, action, request, inquiry, application, notification or information, including for record keeping or evidential purposes relevant to the Bank,
 - b) for purposes related with monitoring and improving quality of products and services provided by the Bank, including monitoring of telephone conversations and meetings with the Bank, surveying Your satisfaction from provided services;
 - c) for purposes related with risk management and internal control of the Bank on basis of the Article 9 and subsequent of the Polish Banking Law;
 - d) if applicable, for purposes related with litigation, as well as pending state authorities proceedings and other proceedings, including for purposes of pursue and defending against claims;
 - e) for purposes of internal reporting within the Bank or within Citigroup, including management reporting;
 - f) for purposes of counteracting abuses and making advantage of the Bank's activity for criminal purposes, including for purposes of processing and sharing information regarding suspicions or detection of crimes in accordance with principles stipulated in the Article 106d and subsequent of the Polish Banking Law.
3. In other cases, Your personal data will be processed only on basis of previously given consent to the extent and for purposes specified in consent's content.

III. OBLIGATION TO PROVIDE PERSONAL DATA TO THE BANK

Providing personal data by You is a condition to handle the complaints, actions, requests, inquiries, applications, notifications or information by the Bank, results from compliance with abovementioned legal obligations or is necessary to pursue purposes resulting from abovementioned legitimate interests of the Bank.

The failure to provide all required personal data by You, may, depending on the circumstances, be a hindrance or difficulty to handle the complaint, action, request, inquiry, application, notification or information by the Bank.

To the extent, where personal data are being collected on basis of consent, providing personal data is voluntary.

IV. INFORMATION ON RECIPIENTS OF YOUR PERSONAL DATA

With regard to processing of Your personal data for purposes mentioned in p. II, Your personal data might be shared with following recipients or categories of recipients:

- a) state authorities and entities performing public tasks or acting at the direction of state authorities, to the extent and for purposes, which results from law provisions, e.g. the Polish Financial Supervision Authority (KNF);
- b) entities affiliated with the Bank, including within Citigroup, during performing reporting obligations;
- c) entities performing tasks resulting from law provisions, such as Krajowa Izba Rozliczeniowa S.A (KIR), as well as other banks and credit institutions to the extent that this information is necessary in connection with carrying out banking operations;
- d) entities supporting Bank in its business processes and banking operations, including data processors on behalf of the Bank.

V. PERIODS OF PROCESSING PERSONAL DATA

Your personal data will be processed for period necessary for realization of purposes indicated in p. II, i.e. to the extent of handling complaint, action, request, inquiry, application, notification or information by the Bank, for period until the end of handling such complaint, action, request, inquiry, application, notification or information, and after this time for period and to the extent required by law provisions or for pursuing data controller's legitimate interests by the Bank in scope stipulated in p. II above. In case where You have given a consent for processing personal data for other purposes than indicated in p. II above, Your personal data will be processed until withdrawal of such consent.

VI. PROFILING OR AUTOMATED DECISION-MAKING

Your personal data will not be used for profiling You or for automated decision-making in relation to You.

VII. RIGHTS OF DATA SUBJECTS

The Bank wishes to ensure You that all persons, which personal data are being processed by the Bank, are entitled to use its rights resulting from GDPR. With regards to such, You are entitled to following rights:

1. right of access to the personal data, including a right to obtain a copy of such data;
2. right to obtain the rectification (correction) of the personal data - in case when such data are inaccurate or incomplete;
3. right to obtain the erasure of the personal data (so called „right to be forgotten”) - in case when: (i) the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed, (ii) the data subject objects to the processing, (iii) the data subject withdraws consent on which the processing is based and where there is no other legal ground for the processing, (iv) the personal data have been unlawfully processed, (v) the personal data have to be erased for compliance with a legal obligation;
4. right to obtain the restriction of processing of personal data - in case, when: (i) the accuracy of the personal data is contested by the data subject; (ii) the processing is unlawful and the data subject opposes the erasure of the personal data and requests the restriction of their use instead,

- (iii) the controller no longer needs the personal data for the purposes of the processing, but they are required by the data subject for the establishment, defence or exercise of claims, (iv) the data subject has objected to processing of the personal data - pending the verification whether the legitimate grounds of the controller override those of the data subject;
5. right to receive or transmit the personal data in case when: (i) the processing is based on agreement concluded with data subjects or on consent expressed by such person, and (ii) the processing is carried out by automated means;
 6. right to object to processing of personal data, including profiling, when (i) grounds relating to Your particular situation arise, (ii) processing of personal data is based on necessity to pursue purposes resulting from legitimate interests of the Bank, referred to in p. II above.

VIII. RIGHT TO WITHDRAW CONSENT FOR PROCESSING OF PERSONAL DATA

To the extent, where You have given a consent for processing of personal data, You are entitled to withdraw such consent for processing of personal data. Withdrawal of consent shall not affect the lawfulness of processing conducted based on consent before its withdrawal.

IX. RIGHT TO LODGE A COMPLAINT WITH A SUPERVISORY AUTHORITY

In case You find processing of Your personal data by the Bank as infringing the GDPR provisions, You are entitled to lodge a complaint to relevant supervisory authority.

X. TRANSFER OF PERSONAL DATA TO ENTITIES OUTSIDE EUROPEAN ECONOMIC AREA (EEA) OR TO INTERNATIONAL ORGANISATIONS

The Bank in justified and necessary cases might, given the circumstances, share Your personal data to entities situated outside EEA, i.e. USA, Singapore, India, China, Hong Kong, Canada and United Kingdom, and international organisations, to which the transfer is necessary in order to receive and handle the complaint, action, request, inquiry, application, notification or information by the Bank. In general, the transfer of data outside EEA shall take place on basis of standard data protection clauses concluded with the recipient of data, which content has been adopted by the European Commission and guarantees highest applied on the market standards of protection of personal data. You have the right to obtain a copy of the abovementioned standard data protection clauses (or other applicable safeguards of data transfer outside the EEA) via the Bank.

www.citihandlowy.pl

The logo for Citi Handlowy, featuring the word "citi" in a lowercase, sans-serif font with a red arc above the "i", followed by the word "handlowy" in a larger, lowercase, sans-serif font. A registered trademark symbol (®) is located at the end of the word "handlowy".

Bank Handlowy w Warszawie S.A. with principal seat in Warsaw at 16 Senatorska Street, 00-923 Warsaw, entered into the register of entrepreneurs of the National Court Register maintained by the District Court for the capital city of Warsaw, 12th Business Division of the National Court Register, under no. KRS 000 000 1538; Tax Identification Number (NIP): 526- 030-02-91, share capital amounting to PLN 522,638,400, fully paid-up. 07/2021