

Dear customer

Below follows a notice regarding your personal data and how exactly it is related to Ancoria Bank Ltd. As always, Ancoria Bank (the "Bank") with full transparency and respect to your rights and personality, collects and processes your personal data for the smooth operation and relationship it has with you.

For your convenience, some terms, which are sometimes referred to differently in the present notice, are explained below:

- **Personal data (or "data"):** Reference to personal data means any information about you that identifies or can verify your identity, for example your name and surname, your telephone number or your identity/passport number. Further, processing of personal data means any operation or sets of operations performed on your personal data, including among other, the collection, recording, organisation, structuring, storage, consultation, use, or otherwise making available, erasure or destruction.
- **Regulation (EC) 2016/679 (the "Regulation"):** Reference to a section means a section of this Regulation. The Bank collects and processes your personal data according to the spirit of the Regulation, the main objective of which is to protect the personal data of natural persons by establishing rules both for the protection of natural persons with regards to the processing of personal data and for the free movement of such data.

Note that this notice addresses all natural persons, who are existing customers, prospective customers who may maintain other business relationship with the Bank such as guarantors, guardians of minors, beneficial owners, directors, shareholders, authorised signatories or secretary of legal persons or of another legal entity, Online Banking users, administration committee members and/or another legal entity's members and/or customers or natural persons who had such a business relationship with the Bank in the past.

## 1. Who is the controller of your personal data?

**Controller:** Ancoria Bank Ltd  
**Registration No.:** HE 324539  
**Address:** 12 Demostheni Severi Avenue, 1<sup>st</sup> Floor, 1080 Nicosia  
P.O. Box 23418, 1683 Nicosia, Cyprus  
**Phone Number:** +357 22 849001  
**Fax Number:** +357 22 849002  
**Email:** [info@ancoriabank.com](mailto:info@ancoriabank.com)  
**Website:** [www.ancoriabank.com](http://www.ancoriabank.com)

### Contact details of the Bank's Data Protection Officer:

**Address:** 12 Demostheni Severi Avenue, 1<sup>st</sup> Floor, 1080 Nicosia  
P.O. Box 23418, 1683 Nicosia, Cyprus  
**Phone Number:** +357 22 849001  
**Fax Number:** +357 22 849002  
**Email:** [dpo@ancoriabank.com](mailto:dpo@ancoriabank.com)

## 2. From which sources is your personal data collected and how is it processed?

The Bank processes the personal data it receives from you in the course of its operation as an authorised credit institution, and data that it lawfully receives from third parties (e.g. credit rating agencies like Artemis Bank Information Systems, companies processing card payments, like JCC Payment Systems Ltd and SIA S.p.A.). It also collects and processes personal data from databases and/or publicly accessible sources (e.g. the Land Registry Office, the Registrar of Companies and Official Receiver, the Bankruptcy Records, the Commercial Registry, the Media, the Internet).

Various types of personal data is collected and processed both according to the business relationship established between you and the Bank (e.g. customer, guarantor, company director) and according to the product/service provided to you.

Indicatively, personal data collected is as follows:

- **Personal information** (e.g. name, identity/passport details, date, city and country of birth, contact details, such as telephone number, email address, professional status, such as employee/self-employed, employment field, employer details, level of education, if you hold or held a political office (politically exposed person - PEP),
- **Assets** (e.g. gross annual income, source of your wealth),
- **Authentication data** (e.g. specimen signature, biometric data),
- **Data related** to the Foreign Account Tax Compliance Act (**FATCA**) and the provisions of the agreement between Cyprus and the United States of America, information according to the provisions of the Multilateral Competent Authority Agreement on Automatic Exchange of Financial Account Information (**CRS**),
- **Other information/documents** (e.g. details regarding your business and financial profile/situation, your creditworthiness such as data from credit rating agencies, property ownership, personal debts, insurance policy details, data arising from the execution of your instructions such as payment orders, details arising from contractual obligations between you and the Bank, recent audited financial statements or recent management accounts (for self-employed natural persons or natural persons the income of whom derives from legal persons controlled by them), copy of residence permit (for non EU-nationals),
- **Additional supporting documents**, where required (e.g. a copy of payslip, tax return of the previous year, proof of address such as an original Utility bill) and other personal data related to the categories mentioned.

**3. For what purposes is your personal data processed and what is the legal basis for the processing?**

The purposes and legal basis for the processing of your personal data, reference to which is made below (3.1 - 3.4) varies according to your business relationship with the Bank.

**3.1 For the performance of a contract (section 6 par. 1 (b))**

The Bank processes your personal data in order to provide you with banking and financial services, in accordance to the contracts concluded with you and/or in the course of your application prior to the conclusion of a contract in order to complete your acceptance process as a potential customer for the specific product/service, and/or to execute your orders.

The purposes of processing personal data depend each time on the nature of the product/service offered (e.g. bank accounts, loans).

**3.2 For the purposes of the legitimate interests (section 6 par. 1 (f))**

Where necessary and without prejudice to your fundamental rights and freedoms which require the protection of your personal data, the Bank processes your personal data, beyond any contractual obligations, to safeguard the legitimate interests pursued by the Bank or third parties.

Based on its legitimate interests, the Bank mainly seeks to maintain the smooth operation of the Bank, the safety of its clients and employees.

Some indicative examples where such process is or may be done are set out below:

- (a) in the context of the operation and safety of the information technology (IT) sector of the Bank.
- (b) in the context of preventing and clearing up offenses.
- (c) in the context of preparing court proceedings and/or asserting legal claims.
- (d) in the context of the Bank's risk management
- (e) in the context of implementing a closed circuit monitoring system (CCTV) inside and outside the Bank's Banking Centres, in the area where the Self-Service Kiosks (SSKs) are located and in the Head Office building. The implementation of the said system is done for purposes of preventing and deterring fraud, collecting evidence for criminal offences, and/or for proof of payment purposes, such as withdrawals and deposits made in SSKs.
- (f) for purposes of improving the services and products of the Bank.

- (g) in the context of a public opinion research and/or research of the market in general, in case you have not exercised the **right to object** (extensively explained below at point 7(f)).
- (h) in the event of transfer or assignment or sale or charge or creation of another collateral on any rights, title or interest of the Bank arising from any of your contracts with the Bank.

### **3.3 Due to your consent (Section 6 (1) (a))**

If you consent to the processing of your personal data for specific purposes, e.g. collection and storing of biometric data, direct marketing, the legal basis for the processing of your personal data is your **explicit** consent.

Note that you can withdraw your consent at any time (this also applies to consent you gave prior to the 25<sup>th</sup> of May 2018). The said revocation does not affect the legality of the data processed prior to the revocation.

### **3.4 Due to compliance with a legal obligation (section 6 (1) (f)) and/or for the performance of a task carried out in the public interest (section 6 (1) (e))**

The Bank is subject to various legal obligations and to regulatory/legal requirements which it is obliged to implement. e.g. the Prevention and Suppression of Money Laundering Activities Law, the Income Tax Law and the Tax Legislation in general, the Cyprus Banking Law, the Business of Credit Institutions Law, the Deposit Guarantee and Resolution of Credit and Other Institutions Scheme Law, the Provision and Use of Payment Services and Access to Payment Systems Law.

Further the Bank, as an authorised credit institution, is required to apply the regulations and directions of several supervisory authorities e.g. of the European Central Bank, the European Banking Supervisors, the Central Bank of Cyprus.

Depending on the service or product offered to you and/or the particular circumstances, the processing purposes may include evaluation of creditworthiness, verification controls of identity and age, fraud prevention and money laundering, fulfilment of obligations and the submission of reports deriving from tax laws, as well as the measurement and risk management within the bank.

## **4. Who receives your personal data?**

### ***Within Ancoria Bank***

In the context of the Bank's operation, various Bank departments may receive your personal data. In this manner the Bank is able to offer you better service, as well as to carry out its contractual and legal obligations

### ***Outside Ancoria Bank***

The Bank may from time to time assign the processing of your data to third parties referred to as the "Processor". In this case, the relevant information to be transmitted will be to the minimum possible and will be used for the particular purpose.

Further, each processor provides the Bank with sufficient assurances, that it processes your personal data according to the Regulation while safeguarding, your rights as they derive from the Regulation (e.g. by signing confidentiality and data protection contracts).

Indicatively and without limitation, a Processor may be:

- (a) companies managing technical support services (IT and Cloud Providers).
- (b) companies/persons providing advisory services, for example accounting or law firms, financial and business consultants.
- (c) companies involved in card payment management and processing, such as JCC Payment Systems Ltd, SIA S.p.A., PSI-Pay Ltd\* and Mastercard® International Incorporated\*\*.
- (d) companies providing archiving services, as well as companies providing marketing services.
- (e) companies managing non-performing loans.
- (f) debt collection agencies.

\* *The Ancoria Bank Mastercard Debit Card is issued by PSI Pay Ltd pursuant to a license by Mastercard International Incorporated. PSI-Pay Ltd is registered in England & Wales*

*No. 5899168. Registered Office: Afon Building, Worthing Road, Horsham RH12 1TL. Your Ancoria Bank Mastercard Debit Card is governed by the General Terms and Conditions of Ancoria Bank Ltd. Your debit card will access the available balance in your Ancoria Bank current account. Ancoria Bank Ltd is licensed, registered and supervised by the Central Bank of Cyprus with license number 115.1.1.1.8."*

*\*\* Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated'.*

In addition, to comply with a legal obligation the Bank may transfer your personal data to various government authorities and/or services and/or other organizations, for example:

- (i) The European Central Bank or the Central Bank of Cyprus, the European Banking Supervisors, the Cyprus Securities and Exchange Commission, the European Investment Fund.
- (ii) ARTEMIS Banking Information Systems Ltd.
- (iii) MOKAS, in the context of compliance with court orders.
- (iv) Tax authorities, and/or other government agencies for purposes of state allowances provision.
- (v) Valuators, auditors.
- (vi) Other financial institutions or similar organisations for the execution and/or carrying out the Bank's contractual obligations e.g. correspondent banks.

Moreover, other recipients may be any person/company/organization for which you give the Bank your consent to transfer your personal data.

## **5. How long is your personal data stored?**

The Bank processes and stores your personal data for the duration of the contractual relationship with you, including the stage of discussions prior to the conclusion of a contract.

### ***For existing customers***

Upon expiration and/or termination of the contractual relationship with you, the Bank maintains and/or archives your personal data for up to **10 years**, or in accordance with the instructions of the Commissioner for the Protection of Personal Data.

It is clarified that the retention of your personal data may be extended in time, if deemed necessary in the framework of a tax investigation, court proceedings or any other investigation by an agency of the Republic of Cyprus or another supervisory authority.

### ***For prospective customers***

If you are a prospective customer, the Bank retains your personal data for a period of 6 months from the date you are notified of the rejection of your application for the provision of banking and/or financial services, in accordance with the Data Protection Commissioner's Instruction.

For more details on the above please refer to the relevant Instruction of the Commissioner for the Protection of Personal Data at <http://www.dataprotection.gov.cy>

## **6. Is personal data transferred to third countries or international organisations?**

Your personal data is transferred to third countries (countries outside the European Economic Area - EEA), only when necessary for carrying out your instructions (e.g. payment orders, investment orders) or when you give the Bank your consent.

Furthermore, such transfer takes place when provided for by legislation (e.g. tax legislation, Foreign Account Tax Compliance Act (FATCA), Multilateral Competent Authority Agreement on Automatic Exchange of Financial Account Information (CRS)).

In any case the controllers or processors in a third country are obliged to comply with the level of data protection in Europe in accordance with the provisions of the Regulations.

## 7. What are your rights under the Regulation?

You have the following rights according to the Regulation:

- (a) **right to access your personal data** (section 15): Under this right you may receive information free of charge and/or copies of your personal data held by the Bank
- (b) **right to rectification** (section 16): Under this right, you may at any time request to correct or complete your data.
- (c) **right to erasure (“right to be forgotten”)** (section 17): Under this right you can request the Bank to delete your personal data.

It is clarified that the Bank reserves its right to deny the said erasure, if the processing is necessary for the Bank to comply with its legal obligation, for reasons of public interest and/or for the exercise of its legal claims.

- (d) **right to restriction of processing of your personal data** (section 18): Under this right you may request the Bank to restrict the processing of your personal data if you contest its accuracy, the lawfulness of its processing and/or because it is not necessary for the processing purposes they had been collected for and/or when you have already objected to the Bank in processing your data in accordance with section 21 (see **Right to Object** below) and you expect the Bank's position as to the legitimate grounds which override your opposition.
- (e) **right to data portability** (section 20): Under this right you may receive your data, in a structured, commonly used and machine-readable form, to transfer it to other organisations/companies or ask the Bank to directly do so on your behalf.
- (f) **right to object** (section 21): **You have the right at any time to object to the processing of your personal data, including profiling, based on the legitimate and/or public interest (section 6 (1) (e) and (f)) when you deem that this is justified due to a particular situation that concerns you.**

**In case that you do not agree, the Bank shall no longer process your personal data unless it demonstrates compelling legitimate grounds for the processing which override your interests, rights and freedoms or if the processing serves the establishment, exercise or defence of legal claims.**

**You may object at any time to the processing of your personal data for purposes related to direct marketing, including profiling, to the extent it concerns direct marketing.**

**In case where the Bank processes your personal data for marketing purposes and you object to the said processing, the processing for the said purposes will cease.**

**Your abovementioned right may be exercised by contacting the Banking Centre you collaborate with or the Customer Service Centre, or the Bank's Data Protection Officer or by filing the relevant form through the Bank's website ([www.ancoriabank.com](http://www.ancoriabank.com)).**

- (g) **right to withdraw your consent**: as mentioned in 3.3 above, you reserve the right at any time to withdraw your consent to collection and processing of your personal data. In such case, the withdrawal of the consent does not affect the legality of the data processed prior to the revocation.

It is noted that the abovementioned rights apply with the restrictions provided for in the Regulation. If you wish to exercise any of the above rights or for any questions regarding the processing of your personal data, you may contact the Bank's Data Protection Officer ([dpo@ancoriabank.com](mailto:dpo@ancoriabank.com)).

## 8. How can you file a complaint?

In case that you have any complaint and/or dispute in regards to the way we use your personal data, you are kindly requested to notify the Banking Centre you collaborate with or the Customer Service Centre or the Bank's Data Protection Officer or fill out the relevant form through the Bank's website ([www.ancoriabank.com](http://www.ancoriabank.com)) and the Bank will immediately undertake to investigate and inform you in regards to your complaint.

In any case, you are entitled to submit a complaint to the Commissioner of Personal Data Protection. You can find information regarding the filing of complaints on the relevant website (<http://www.dataprotection.gov.cy>).

#### **9. Are you obliged to provide your personal data?**

The answer is yes.

In order for the Bank to establish a business relationship with you, you will have to provide the Bank with your personal data to the extent that it is necessary for the conclusion and execution of this business relationship and for the fulfilment of the contractual obligations accompanying it.

Additionally, the Bank is obliged by the Prevention and Suppression of Money Laundering Activities Law to verify its clients identity, therefore it needs to receive all necessary data/documents from you in order to be able to conclude a business relationship with you personally or in any other capacity as referred to the preface of this notice, e.g. as a company's director.

Without this data, the Bank will not be able to establish a business relationship with you or it may not be able to execute an existing contract and will have to terminate it.

#### **10. Does automated individual decision-making take place?**

Automated individual decision-making means the process of making decisions through automated means of processing personal data/details, without human intervention, e.g. automated refusal of an application for credit facility.

As a rule, the Bank does not make automated decisions. Where automated decision making is used on a case-by-case basis, you will be properly informed if this is necessary under the relevant legislation.

#### **11. Is your data used for automated profiling?**

Automated profiling means the automated processing of your personal data for evaluating your personal aspects for profiling. In some cases the Bank processes your personal data for an automated profiling.

For example in compliance with the Prevention and Suppression of Money Laundering Law, the Bank may, among other, to use automated profiling while processing your payment transactions. Such measures are also useful for your own protection.

Furthermore, the Bank may proceed to automated profiling as part of the evaluation of your creditworthiness i.e. whether you will be able to meet the contractual obligations you undertake. For example your income, expenses, ways of repaying other loans etc. are taken into account. This measure is designed to properly lend you within the Bank's risk management framework.

#### **12. Changes / amendments to the Privacy Notice**

The Bank reserves the right to amend this Privacy Notice from time to time by informing you accordingly each time. In such case the number and issuance date of the Privacy Notice displayed will be reviewed.

In any case, you are invited to periodically visit the Bank's website ([www.ancoriabank.com](http://www.ancoriabank.com)) for information on the updated edition of the Privacy Notice and/or any other useful information.

Do not hesitate to contact us through the Bank's Data Protection Officer for anything you may need regarding the present Privacy Notice.