



## Data Privacy Notice

The General Data Protection Regulation "[GDPR](#)", the European regulation protecting personal data, entered into force on 25 May 2018. The regulation gives EU citizens more control over their personal data, increases corporate accountability and strengthens the role of data protection authorities such as the Commission Nationale pour la Protection des Données "[CNPD](#)" in Luxembourg.

Taking your privacy seriously, Banque de Patrimoines Privés S.A. "The Bank" acting as the data controller, intends to continue processing your personal data with the greatest care, in line with the GDPR's principles, and allowing to respect your privacy rights.

As a proof of transparency, this notice intends to inform you in a clear and understandable way, about the way the Bank as Data Controller treats personal data you entrust us with, as well as your rights as Data Subjects with regards to the processing of your personal data.

## What are your rights and how to exercise them?

Any request to exercise one of your rights can be done free of charge unless your request is unfounded or excessive (e.g. repetitive). For more details on your rights, please visit this [link](#).

### Right to information

You have the right, no later than at the time of collection of your personal data, to be informed on who will process them, why and how it will be processed.

### Right of access

You have the right to access your personal data processed by the Bank, and request a copy of those.

### Right to rectification

Whenever you notice it is inaccurate, incomplete or simply not up to date, you have the right to request the rectification of your data.

### Right of erasure

You have the right to request the erasure of your personal data where their retention is no longer justified.

### Right to data portability

Should you be unsatisfied with the services we provide you and want to change providers, you have the right to receive the data you provided us, in a structured, commonly used and machine-readable format and to transmit those data to another data controller.

### Right to restriction of processing

You have the right to obtain from the Bank the restriction of processing where one of the following applies:

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- You contest the accuracy of your personal data, for a period enabling the Bank to verify it;
- The processing is unlawful and you oppose the erasure of the personal data and request the restriction of their use instead;
- The Bank no longer needs your personal data for the purposes of the processing, but you need them for the establishment, exercise or defense of legal claims.

### **Right to object**

You have the right to object to the processing of your personal data if:

- They serve for the pursuit of the legitimate interests of the Bank or
- The execution of a mission of public interest the Bank was empowered with.

### **Right to contest decision based solely on automated processing**

If following an inquiry, the decision addressed to you is solely based on an automated process (i.e. without human intervention), you have the right to be informed about the underlying logic and to be given the possibility to state your point of view and, if necessary, to contest the decision.

### **Right to lodge a complaint with the CNPD**

Whenever you would be unsatisfied with the way the Bank processed your data or handled a data protection related inquiry or request, you could lodge a complaint with the national data protection authority using this [link](#) or by sending a filled [form](#) to:

Commission nationale pour la protection des données  
Service des réclamations  
1, avenue du Rock'n'Roll  
L-4361 Esch-sur-Alzette

### **How can you exercise your rights?**

The Bank's Data Protection Officer (DPO) is the contact person for all data protection related inquiries or requests. You may submit your request by sending a written and signed communication to the following email address:

[dataprotection@bbpp.lu](mailto:dataprotection@bbpp.lu) Or by letter to the following address:

Banque de Patrimoines Privés,  
Data Protection Officer  
30, Boulevard Royal  
L-2449 Luxembourg

The Bank will make necessary effort to satisfy to your request in a delay no longer than permitted by law.

### **Bank website and use of cookies**

All information regarding the use of cookies is included in the Bank's cookie notice located [here](#).

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### **Where do we get the data from?**

The Bank collects only the information which is necessary to fulfill its mission and only as part of its service provisioning. Personal data is collected from you (e.g. when entering into a business relationship) and from third parties (e.g. depending on the services provided, public authorities, lawyers and/or notaries).

Refusing to disclose necessary personal data to the Bank may in certain circumstances be an obstacle to the continuation of the relationship with the Bank or prevent you from benefiting from certain products or services offered by the Bank.

### **What categories of data do we process?**

Depending on the services the Bank provides you with and your specific profile, as well as on the basis of the legal obligations of the Bank, the following data is processed:

- (a) Identification data (e.g. name, address, telephone numbers);
- (b) Personal details (e.g.: date of birth, gender);
- (c) Identification data generated by public services (e.g. passport number, identity card, national register, publication of annual financial statements ...);
- (d) Electronic identification data (e.g. email address);
- (e) Bank and financial identification data (e.g. bank account numbers, credit card numbers);
- (f) Financial transactions ;
- (g) Data relating to the client's financial situation (e.g. occupation and income, assets, credits);
- (h) Identification of tax residence and tax identification number;
- (i) Telephone records;
- (j) Information captured through cookies (please refer to our cookie notice).

### **For what purpose do we process your data and on what legal basis?**

The Bank processes your personal data in respect with the services agreed with you, the fulfillment of its legal obligations and the pursuit of its legitimate interests.

Particularly, the Bank processes your data:

- (a) To take the previous steps necessary for the conclusion of the contract and its execution;
- (b) To fulfill its commitments in respect with the contractual terms agreed with you;
- (c) To maintain good and effective business relationship with you;
- (d) To comply with its legal obligations to which the Bank, including:
  - a. the reporting requirements to the competent authorities, (whether in terms of taxation or legal reporting to the supervisory authority);
  - b. measures against money laundering and terrorism financing, including:
  - c. obligations of cooperation with the Luxembourg authorities;

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- (e) for the need of assessing your appropriateness and suitability for investment services and financial products (i.e. MiFID regulations);
- (f) for the need and the legitimate interest of the Bank as part of its commercial development strategy to offer additional services adapted to the needs of its customers and / or to meet their specific needs where appropriate;

The Bank does not include direct marketing activities in its strategy to advertise its products and therefore keep you informed of potential products that would interest you, but if such be the case, you would be formally and clearly notified and an explicit consent would be requested from you. You could withdraw the given consent at any time, and the Bank would stop processing your data for that specific activity.

### **Personal data relating to third parties**

Should you communicate to the Bank personal data relating to third parties (e.g. family members, employer's representatives), you should first notify those third parties and obtain their consent if necessary. You could share this notice with them for more information.

### **Recording of phone conversations**

The Bank's telephone lines and extensions (particularly those of the managers) used for "commercial or financial transactions" are recorded as required by law. Nevertheless, should you have a phone conversation that is not related to a "commercial or financial transaction", you could request the manager to transfer the call to an unrecorded line. The Client specifically accepts that in the event of any dispute between the parties, the recordings may be used as evidence, particularly if, when the account was first opened, the Client requested that a telephone call should be considered to be a valid means of communication with regard to the account.

### **Who do we share your data with?**

#### *Internally*

Within the Bank, your data is only disclosed to authorized individuals, in the extent that is necessary for performing their duties (e.g. employees, auditors, consultants).

#### *Externally*

Your personal data may be transferred by the Bank to the following categories of third parties:

- (a) Other financial institutions, including banks, insurance companies and issuers of credit and debit cards;
- (b) Our lawyers, notaries, bailiffs;
- (c) External service providers whose intervention is required for the delivering our services, including IT, payments and communication;

Those recipients are subject to the same legal and / or contractual obligations as the Bank, including data protection and professional secrecy.

- (d) As appropriate,
  - Regulatory and supervisory authorities;
  - Law enforcement and other governmental bodies;
- (e) Any other party for which you gave your consent.

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Professional secrecy and confidentiality obligations preclude the Bank from acting as intermediary for the collection and transmission of the aforementioned information to third parties, except on your instructions or in case of legal obligations.

### **Outside of the EEA**

In principle, your data is always kept in the Bank or in trusted sites in Luxembourg. The Bank will not transfer your data outside the European Economic Area ("[EEA](#)") only if it is held there by virtue of a legal or regulatory obligation or a constraint issued by a public authority opposable to the Bank or, more generally, within the applicable legal limits.

### **Storing and securing your data**

#### *Retention*

The Bank takes necessarily steps to keep your data for a period not exceeding that necessary for serving the contractual agreement and further, to respect the retention periods defined and required by law.

#### *Data security*

The Bank takes necessarily steps to keep your data in a manner that always protects its confidentiality, integrity and availability, in line with its security policies. Examples of the implemented controls include:

- Access and authorization procedures;
- Encryption of confidential data;
- Providers' screening and auditing;
- Network security.

### **Changes to this notice**

In the effort to improve its privacy practices, the Bank could change this notice from time to time. In any case, the Bank will ensure to notify you through a banner on its website.

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