

DATA PRIVACY NOTICE

In accordance with the General Data Protection Regulation - Regulation (EU) 2016/679 - GDPR and Law on Data Protection in Serbia, we hereby notify you of the following information pertaining to the personal data processing by Eurobank a.d. Beograd (hereinafter referred to as "Bank") of the subject (hereinafter "data subject"):

Controller

Data controller is Eurobank a.d. Beograd, 10 Vuka Karadžića St., 1100 Belgrade, Serbia, phone: 0800 1111 44.

Purpose and legal basis for processing

The Bank processes personal data on the basis of Serbian Law on Data Protection and other relevant Laws governing Bank's operations in Serbia. The Bank collects and process subjects data for the execution of a contract upon data subject request.

The purpose of this processing is to process orders and requests submitted by data subjects, with whom Bank has signed contract, using the Application. Personal data of the data subject may also be processed for the following purposes: controls submitted by the Law, prevention and combatting illegal activities and enhancement of services provided.

The Bank collects and processes personal data only and exclusively for stated purposes and only to the extent necessary for fulfilling the purpose of processing. Data entered by the user of the Application should be accurate and up-to-date, otherwise the Bank will not be able to comply with the request of the data subject.

Categories of personal data that is processed

The Bank ensures collection of personal data through the Application in a lawful and appropriate manner.

Personal data is data that directly or indirectly identifies the data subject, such as his/her name and last name and contact information (e.g. e-mail address, mobile phone number, IP address, username).

The Bank keeps records with personal data submitted by data subjects and processes such data. Personal data is processed for the purpose of executing the agreement or consent of the data subject, only to the extent necessary for the purpose of processing and period required in each individual case for the Bank's compliance with the inquiry of the data subject.

Recipients of personal data

If stipulated by the Law on the basis of a court judgement or regulatory decision or necessary for the protection of the application solution, the Bank may:

- submit personal data of the data subject to public authorities to fulfil requirements set out in the applicable law or within mandatory legal proceedings
- use personal data of the data subject for protecting the rights of the Application user and preventing fraud
- use personal data of the data subject for establishing and maintaining security functions of the system or stopping attacks on its systems or networks.

Personal data retention period

Data will be retained only for as long as necessary to achieve the purpose for which it was collected, in this case as long as the contract stands. In case of contract termination the Bank may store data until the expiration of the limitation period for legal actions, as defined by law, and more precisely for up to ten (10) years after the termination of the contract by any means. If during said period legal actions have been taken and the Bank or any other Group entity is involved and data subject is directly or indirectly concerned, the abovementioned storage period will be prolonged until an irreversible judicial decision has been issued.

Rights of data subjects in relation to personal data processing

Data subject is entitled to access personal data processed by the Bank.

In the events stipulated by the regulation in the area of personal data protection, data subject is entitled to request rectification, erasure or restriction of data processing.

The data subject is entitled to object at any time regarding personal data processing concerning the data subject.

The data subject, under the conditions stipulated by the regulation, is entitled to portability of personal data, i.e. right to receive data from the Bank previously submitted to it, for the purpose of transfer to another controller, and the right to have his data directly transferred to another controller by the Bank, if that is technically feasible and if the necessary security standard of personal data transfer is ensured in accordance with the Bank's assessment.

Addressing the Commissioner for Personal Data Protection in Serbia

If the data subject considers that the protection of its personal data is jeopardized in any manner, the data subject may contact the Personal Data Protection Commissioner in Serbia:

Commissioner for Information of Public Importance and Personal Data Protection,

Address: 15 Bulevar kralja Aleksandra St., 11000 Belgrade,
Tel: +381 11 3408 900

Data Protection Officer

Within the implementation of the personal data protection security standard stipulated by GDPR, the Bank has appointed a person who you can contact with inquiries and requests concerning the processing of your personal data to the following addresses:

Email: *dpo@eurobank.rs*

Mail: 10 Vuka Karadžića St., 11000 Belgrade

Existence of automated decision making, including profiling

Within the contractual obligations between the Bank and the data subject, with a view to exercising rights and obligations arising from such relationship, the Bank applies profiling techniques that include use of personal data, inter alia, in the following events:

- within methodology for managing risks to which the Bank is exposed
- for the purpose of offering and providing services which correspond to specific needs of the data subject, and for improving the business relationship of the Bank and the data subject.

Security measures

The Bank takes appropriate technical and organizational measures to ensure the security and confidentiality of personal data, their processing and protection from accidental or unlawful destruction, loss, alteration, prohibited transmission, dissemination or access and any other form of unlawful processing.

Amendment to the notice on personal data protection

Taking into account that this notice and personal data protection conditions it contains may be amended, it is necessary that data subjects regularly review the content of this notice.