

**INFORMATION NOTICE TO NATURAL PERSONS PURSUANT TO ART. 13 AND 14 OF REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL OF 27 APRIL 2016 (HEREINAFTER “NOTICE”)**

The Regulation on the “protection of natural persons with regard to the processing of personal data and on the free movement of such data” (the “Regulation”) contains a series of rules aiming to ensure that the processing of personal data takes place in compliance with the rights and fundamental freedoms of people. This Notice incorporates the Regulation requirements.

**SECTION 1 - IDENTITY AND CONTACT DETAILS OF THE DATA CONTROLLER**

**Intesa Sanpaolo S.p.A.**, with registered office in Piazza San Carlo 156, 10121 Turin, Parent Company of the Intesa Sanpaolo international Banking Group, in its capacity as Data Controller (the “Bank” or the “Data Controller”) processes your personal data (the “Personal Data”) for the purposes indicated in Section 3. For further information, call the free-phone number 800303303 or visit the Intesa Sanpaolo website [www.intesasampaolo.com](http://www.intesasampaolo.com) and, in particular, the “Privacy” section where you may find all the information concerning the use and processing of Personal Data, the detailed references of each company of the Intesa Sanpaolo Group, the updated information regarding the contacts and communication channels made available to all Data Subjects by the Intesa Sanpaolo Group.

**SECTION 2 - CONTACT DETAILS OF THE DATA PROTECTION OFFICER**

Intesa Sanpaolo appointed the “data protection officer” as required by the Regulation (so-called “Data Protection Officer” or “DPO”). With regard to all issues relating to the processing of your Personal Data and/or to exercise the rights provided by Regulation, as listed in Section 7 of this Notice, please contact the DPO at the following e-mail address: [dpo@intesasampaolo.com](mailto:dpo@intesasampaolo.com)

**SECTION 3 - CATEGORIES OF PERSONAL DATA, PURPOSES AND LEGAL BASIS OF THE PROCESSING**

**Categories of Personal Data**

Included among the Personal Data that the Bank processes, by way of example, are biographical data, data acquired from payment instructions, data deriving from installing and using the Bank’s Apps (including geographical location data, data deriving from web services etc.). The data processed could include the special categories of personal data defined under Section 8 of this Notice.

**Purpose and legal basis of the processing**

The Personal Data that concern you, which you communicated to the Bank or collected from third party subjects (in the latter case the compliance with the law and regulations by the third parties shall be duly verified), are processed by the Bank as part of its business activity for the following purposes:

**a) Providing services and performing contracts**

The submission of your Personal Data needed to provide the services requested and perform the contracts (including the steps to be taken prior to entering into a contract) is not mandatory, but refusal to provide this Personal Data do not allow the Bank to fulfil the relevant requests.

#### **b) Complying with the provisions of national and EU legislation**

The processing of your Personal Data, in order to comply with the regulatory provisions is mandatory and your consent is not required.

The processing is mandatory, for example, when it is required by anti-money laundering, taxation, anticorruption, fraud prevention regulations in the payment services or to fulfil instructions or requests of the supervisory and control authority (such as the monitoring of operational and credit risks at banking group level).

#### **c) Direct and indirect marketing and profiling**

The processing of your Personal Data,

- to perform functional activities for the promotion and sale of products and services of companies of the Intesa Sanpaolo Group or third-party companies using letters, telephone, Internet, SMS, MMS and other communication systems;
- to conduct market and customer satisfaction surveys, using letters, telephone, Internet, SMS, MMS and other communication systems;
- to assess and predict aspects concerning, among others, interests, preferences, consumer choices and habits, in order to offer you more and more targeted and suitable products and services, in particular through the analysis, the processing of your information (e.g. current account movements, changes in financial situation, location and transfers) and the identification of categories (clusters)

is optional and your consent is required.

#### **d) Legitimate interest of the Data Controller**

The processing of your Personal Data is necessary to pursue a legitimate interest of the Bank, namely:

- to prevent fraud;
- to acquire images and videos relating to the closed-circuit-television (CCTV) system for security purposes;
- to pursue any and additional legitimate interests. In the latter case, the Bank may process your Personal Data only after having informed you and having ascertained that achieving its legitimate interests, or those of third parties, does not override your fundamental rights and freedoms. In these cases, your consent is not required.

### **SECTION 4 - CATEGORIES OF RECIPIENTS TO WHOM YOUR PERSONAL DATA MAY BE COMMUNICATED**

To achieve the purposes indicated above, it might be necessary for the Bank to communicate your Personal Data to the following categories of recipients:

- 1) **Companies of Intesa Sanpaolo Group** including the company that manages the IT system and some administrative, legal and accounting services, and the subsidiaries.
- 2) **Third parties** (companies, freelancers, etc.) operating within and outside the European Union and that process your Personal Data as part of:
  - banking, financial and insurance services, payment systems, revenue offices and treasuries;
  - recording the financial risks for the purpose of preventing and controlling the risk of insolvency; - credit recovery and related activities;
  - providing and managing procedures and IT systems;
  - security and CCTV management services;
  - real estate appraisal services;
  - auditing activities and consultancy in general;

- managing communication with customers, as well as the storage of data and documents, whether in paper or electronic form;
- recording of service quality, market research, information and commercial promotion of its products and/or services.

3) **Authorities** (e.g. judicial, administrative etc.) and public information systems established at public administrations, such as, for example, the Credit Register of Bank of Italy, the Central Means of Payment Antifraud Office (so-called UCAMP) and the Public system of administrative prevention of fraud in the area of consumer credit, with specific reference to identity theft (so-called SCIPAFI), these latter established at the Ministry of Economy and Finance, as well as the Tax Database "Anagrafe tributaria" - Archive of relationships with financial operators.

The companies of Intesa Sanpaolo Group and the third parties your Personal Data may be communicated to, act as: 1) Data Controllers, i.e. subjects which determine the purposes and means of the Personal Data processing; 2) Data Processors, i.e. subjects which process the Personal Data on behalf of the Controller or 3) Joint Data Controllers, which determine, together with the Bank, the relevant purposes and means. The updated list of the subjects identified as Data Controllers, Data Processors or Joint Data Controllers is available at all of Intesa Sanpaolo's branches.

## **SECTION 5 - TRANSFERRING PERSONAL DATA TO A THIRD COUNTRY OR TO AN INTERNATIONAL ORGANISATION OUTSIDE THE EUROPEAN UNION.**

Your Personal Data are processed by the Bank inside the European Union and are not disclosed.

If necessary, for technical or operational reasons, the Bank reserves the right to transfer your Personal Data to countries outside the European Union or to international organizations, vis-à-vis the "adequacy" decisions of the European Commission or based on the appropriate safeguards, provided by the country to which the Personal Data shall be transferred, or specific derogations provided by Regulation.

The Bank informs that the Personal Data contained in the messages regarding financial transfers may be provided, for the exclusive purpose of preventing and fighting terrorism and its financing, to the public authorities of the United States of America.<sup>1</sup>

## **SECTION 6 - PROCESSING METHOD AND PERSONAL DATA RETENTION TIME**

Your Personal Data will be processed using manual, electronic and telematic tools and in a way that ensures its security and confidentiality.

In particular, your Personal Data are generally retained for a time period of 10 years, starting from the end of the contractual relationship you are part of. Likewise, the Personal Data may be processed for a longer time, should an act that interrupts and/or suspends the course of the term occur, entailing an extension of the data retention.

## **SECTION 7 - RIGHTS OF THE DATA SUBJECT**

In your capacity as Data subject, you may exercise, at any time towards the Data Controller, the rights provided by the Regulation listed below, by sending a specific request in writing to the e-mail address

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<sup>1</sup> In particular, the European Union and the United States of America finalised an Agreement (O.G. European Union L 195/5 of 27.7.2010) on transferring financial messaging data from the European Union to the United States, for the purpose of implementing the program to prevent and repress terrorism. According to the Agreement, in relation to some financial transactions (e.g. international bank transfers), except for those made in the single euro payments area (SEPA), the US Treasury Department may submit requests to acquire data directly to the provider of international financial messaging used by the bank (currently the company SWIFT). Strict guarantees are applied to this processing according to the mentioned Agreement, in relation to both the integrity and security of the data and its retention time. In addition, the Agreement requires the right of access to be exercised by the Data Subject exclusively at the authority for data protection of his/her country: in Italy, this is the Data Protection Authority (website: [www.garanteprivacy.it](http://www.garanteprivacy.it)).

[dpo@intesasanpaolo.com](mailto:dpo@intesasanpaolo.com) or to the certified e-mail address [privacy@pec.intesasanpaolo.com](mailto:privacy@pec.intesasanpaolo.com); via post to the address Intesa Sanpaolo S.p.A., Piazza San Carlo, 156 – 10121 Turin, Italy, or directly at any branch of the Bank. With the same methods, you may withdraw at any time the consent expressed with this Notice.

Any communications and actions undertaken by the Bank in connection with exercising the rights listed below, will be made free of charge. However, if your requests are manifestly unfounded or excessive, in particular due to their repetitive character, the Bank may charge you a fee, taking into account the administrative costs incurred, or refuse to act on your requests.

## **1. Right of access**

You can obtain from the Bank confirmation as to whether or not your Personal Data are being processed and, where that is the case, to obtain access to the Personal Data and the information envisaged under art. 15 of the Regulation, among which, by way of example: the purposes of the processing, the categories of Personal Data concerned etc.

Where Personal Data are transferred to a third country or to an international organisation, you have the right to be informed of the appropriate safeguards relating to the transfer, as provided in Section 5.

If requested, the Bank shall provide you with a copy of the Personal Data undergoing processing. For any further copies requested, the Bank may charge you a reasonable fee based on the administrative costs. If the request is submitted by electronic means, and unless otherwise requested, the information shall be provided by the Bank in a commonly used electronic form.

## **2. Right to rectification**

You may obtain from the Bank the rectification of your Personal Data that are inaccurate as well as, taking into account the purpose of the processing, their integration, if the data are incomplete, by providing a supplementary statement.

## **3. Right to erasure**

You may obtain from the Data Controller the erasure of your Personal Data, if one of the reasons provided by art. 17 of the Regulation occurs, including, by way of example, whether the Personal Data are no longer necessary in relation to the purposes for which they were collected or otherwise processed or if the consent on which the processing of your Personal Data is based was withdrawn by you or there is no other legal ground for the processing.

We hereby inform you that the Bank may not erase your Personal Data: if their processing is necessary, for example, to comply with a legal obligation, for reasons of public interest, for the establishment, exercise or defence a legal claim.

## **4. Right to restriction of processing**

You may obtain the restriction of your Personal Data if one of the cases provided by art. 18 of the Regulation applies, among which, for example:

- should the accuracy of your Personal Data be contested by you for a period enabling the Controller to verify the accuracy of the Personal Data;
- the data subject has objected to processing, pending the verification whether the legitimate grounds of the Controller override those of the data subject.

## **5. Right to data portability**

If the processing of your Personal Data is based on the consent or is necessary for the performance of a contract or to take steps prior to enter into a contract and the processing is carried out by automated means, you may:

- request to receive the Personal Data provided by you in a structured, commonly used and machine-readable format (e.g.: a computer and/or tablet);
- transmit your Personal Data to another Data Controller without hindrance from the Bank.

In addition, you may request to have your Personal Data transmitted directly from the Bank to another data controller indicated by you. In this case, you shall provide the Bank with all the exact details of the new data controller to whom you intend to transmit your Personal Data, providing the Bank with a written authorisation.

## **6. Right to object**

You may object at any time to the processing of Personal Data if the processing is carried out for the performance of a task carried out in the public interest or is necessary for the purposes of the legitimate interest of the Data Controller (including profiling).

Should you decide to exercise the right to object, the Bank will abstain from further processing your Personal Data, unless compelling legitimate grounds for the processing occur (grounds which override the interests, rights and freedoms of the data subject), or the processing is necessary for the establishment, exercise or defence of legal claims.

## **7. Automated decision process relating to natural persons, including profiling**

The Bank, when the creditworthiness requirements are met and within exact amount thresholds, adopts automated decision-making processes, among others, in order to issue credit cards, for applications for personal loans and finalised loans. In these cases, the Bank provides more details through a specific information notice and acquires, to this end, the explicit consent.

The Regulation grants the data subject the right not to be subject to a decision based solely on automated processing of your Personal Data, including profiling, which produces legal effects concerning you or similarly significantly affects you, unless the above-mentioned decision:

- a) is necessary for entering into, or performance of, a contract between you and the Bank;
- b) is authorised by the Italian or European law;
- c) is based on your explicit consent.

In the cases under letters a) and c), the Bank will implement appropriate measures to protect your rights, your freedoms and your legitimate interest and you may exercise the right to obtain the human intervention by the Bank, to express your point of view and to contest the decision.

## **8. Right to lodge a complaint with the Data Protection Authority**

Notwithstanding your right to appeal to any other administrative or jurisdictional court, should you deem that the processing of your Personal Data takes place in breach of the Regulation and/or the applicable regulations, you may lodge a complaint with the Data Protection Authority.

## **SECTION 8 – PROCESSING OF SPECIAL CATEGORIES OF PERSONAL DATA**

In relation to the processing of special categories of personal data (revealing racial or ethnic origin, political opinions, religious or philosophical beliefs or trade unions membership, as well as processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation) necessary to provide specific services and



products, such as the stipulation of loans secured by insurance policies, the stipulation of insurance policies and the provision of welfare services, explicit consent is required, without prejudice to the specific cases provided by Regulation which allow the processing of special categories of personal data also without the explicit consent.

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#### **DECLARATION FOR LEGAL PERSONS, ENTITIES OR ASSOCIATIONS**

Intesa Sanpaolo S.p.A hereby informs you that the use of automated systems for calling or communicating a call without the intervention of an operator and electronic communications (e-mail, telefax, SMS, MMS or other) for carrying out promotional or market research activities is permitted only with the consent of the entities that are parties to an electronic communication services supply contract ("contracting parties": this definition also includes legal persons, entities or associations).

The pursuit of such activities toward these parties requires a specific consent.

#### **CONSENT BY THE DATA SUBJECT TO THE PROCESSING OF PERSONAL DATA**

Given the Notice submitted pursuant to art. 13 and 14 of the Regulation, acknowledging the processing of my Personal Data for the purposes described in the Notice, under letters a) and b) of Section 3 "Purposes and legal basis of the personal data processing".

In addition, with reference to the processing for direct and indirect marketing purposes, under letter c) of Section 3 of the Notice,

**C2**      ☐ I give my consent                                      ☐ I do not give my consent

to the processing of my personal data for the purposes of commercial information, direct offers or market or customer satisfaction surveys, regarding products and services of the Bank and companies of the Intesa Sanpaolo Group;

**C3**      ☐ I give my consent                                      ☐ I do not give my consent

to the processing of my personal data for the purposes of offering the products and services of the Bank and of companies of the Intesa Sanpaolo Group, specifically identified based on my personal profile;

**C4**      ☐ I give my consent                                      ☐ I do not give my consent

to the processing of my personal data for the purposes of commercial information, direct offers or market or customer satisfaction research, regarding products and services of other companies

*date and signature of the Data Subject or duly authorised representative*

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In relation to the processing of special categories of personal data, necessary to achieve the purposes stated in Section 8 of this Notice

C6 ☐ I give my consent ☐ I do not give my consent

*date and signature of the Data Subject or duly authorised representative*

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**CONSENT OF A LEGAL PERSON, ENTITY OR ASSOCIATION TO RECEIVING ELECTRONIC MESSAGES RELATING TO PROMOTIONAL ACTIVITIES**

With regard to the "Notice to legal persons, entities or associations" which has been provided to us,

C5 ☐ I give my consent ☐ I do not give my consent

to the use of automated systems for calling or communicating a call without an operator and of electronic communications (e-mail, telefax, SMS, MMS or other) for carrying out promotional or market survey activities concerning our entity.

*date and signature of legal representative*

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