

## INFORMATION ABOUT COLLECTING DATA WITH THE REQUEST TO SUBMIT OBJECTIONS/COMPLAINTS

By signing hereunto I confirm that, before collecting my personal data in accordance with the General Data Protection Regulation, OTP banka d.d. (hereinafter referred to as: the Bank) brought the following information to my attention:

- The Bank collects and processes personal data: name and surname, account type and number and the taxpayer ID number, as mandatory data required for the purpose of dealing with objections/complaints. Failure to provide the mentioned data shall result in the impossibility to deal with objections or complaints.
- The Bank collects and processes the contact details (address, telephone number, e-mail address) as voluntary data provided based on consent and processed for the purpose of communication or, respectively, responding to the complaint.

In addition, the Bank has advised about personal data processing as follows:

- Data controller is the Bank, and its contact information are the following: OTP banka d.d., Domovinskog rata 61, 21000 Split, taxpayer ID No.:52508873833, phone 0800 210021, e-mail address: [info@otpbanka.hr](mailto:info@otpbanka.hr);
- Contact information of the data protection officer in OTP banka d.d.: Domovinskog rata 61, 21000 Split, e-mail address: [zastita-osobnih-podataka@otpbanka.hr](mailto:zastita-osobnih-podataka@otpbanka.hr);
- You have the right to request from the Bank the access to your personal data and detailed information on how your personal data are processed. However, exercising one's right to data access must not have a negative impact on the rights and freedoms of others;
- You have the right to obtain from the Bank the rectification of inaccurate personal data. You also have the right to have incomplete personal data completed, including by means of providing a supplementary statement. The Bank shall take the necessary measures reasonably expected from it to verify the accuracy of data and to rectify them;
- You have the right to obtain the erasure of personal data if one of the following conditions is met:
  - the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed;
  - you withdraw consent on which the processing is based;
  - you object to processing of personal data based on the legitimate interest of the Bank or a third party, including profiling based on such grounds, and to processing of personal data for marketing purposes, which includes profiling to the extent that it is related to such direct marketing. In the first case, no data will be deleted if the legitimate interests of the Bank override the interests, rights and freedoms of the data subject or for the establishment, exercise or defence of legal claims;
  - the personal data have been unlawfully processed;
  - the personal data have to be erased for compliance with legal obligations further to other legal regulations.
- You are entitled to obtain restriction of personal data processing, subject to the following conditions:
  - you contest the accuracy of the personal data for a period enabling the Bank to verify the accuracy of the personal data;
  - 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 the personal data for the purposes of the processing, but they are required by you for the establishment, exercise or defence of legal claims;
  - you have objected to processing based on legitimate interest, including the profiling based on such data, pending the verification whether the legitimate grounds of the Bank override the data subject's.You will be informed by the Bank before the restriction of processing is lifted.
- You are entitled to portability of your personal data. This means that, on your request, you can receive the personal data in a structured, commonly-used and machine-readable format, and to transmit those data to another controller provided that the processing is based on consent or necessary for execution of a contract to which you are a party, or to enable activities preceding the conclusion of the contract at your demand or in case if the processing is carried out by automated means. In exercising your right to data portability, you have the right to have the personal data transmitted directly from one controller to another, where technically feasible.
- You have the right to object at any time, on grounds relating to your particular situation, to data processing when the data is processed based on the legitimate interest of the Bank or a third party, including profiling based on such grounds. In this case, the Bank shall no longer process the personal data unless it demonstrates compelling legitimate grounds for the processing which override your interests, rights and freedoms, or for the establishment, exercise or defence of legal claims.
- You have the right to object at any time to processing of personal data for marketing purposes, which includes profiling to the extent that it is related to such direct marketing, in which case the Bank shall no longer process data for such purposes.
- You are entitled to lodge an objection with the authorised supervisory body of the Republic of Croatia, i.e. the Croatian Data Protection Agency, Martićeva ulica 14, 10 000 Zagreb.

Other information on the processing of your personal data in line with the General Data Protection Regulation (EU) 2016/679 are included in the Data Protection Policy that that you will receive when your personal data are collected.

All customer personal data shall be treated as a bank secret and shall be used exclusively for Bank's requirements, save for the cases referred to in Article 157 Paragraph 3 of the Credit Institutions Act OG 159/13, 19/15, 102/15 and 15/18.

By signing hereunder, I confirm I have been fully informed:

- about my rights in line with the General Data Protection Regulation as presented herein and the Data Protection Policy of OTP banka d.d., which is available on the Bank's website and in the Bank's branches,
- that the personal data contained herein are accurate and the Bank is authorised to check them in case of any doubt,
- I undertake to notify the Bank on any change of any personal data that I have, by signing hereunder, put at the Bank's disposal and that I have authorised the Bank to use (i.e. to process).