

## INFORMATION ON THE PROCESSING OF PERSONAL DATA TO BE USED IN ELECTRONIC CHANNELS

In accordance with the General Data Protection Regulation, OTP banka d.d. (hereinafter referred to as: the Bank) provides following information about collecting Your personal data:

- The Bank collects the following data: name and surname, taxpayer ID No., as mandatory data required for the purpose of identification and taking other actions related to the conclusion of contracts and performance of contractual obligations. Should the mentioned data be withheld, it will be impossible to establish the business relationship.
- 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;
  - 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 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 are entitled not to be subject to a decision based solely on automated processing, including profiling, which concerns You or similarly significantly affects You, except in those cases where such decision is necessary for the execution and performance of contracts between You and the Bank, or is permitted by regulations applicable to the Bank, or is based on the Your explicit consent.
- 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 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, which is available on Bank's web page, or on Your request by visiting one of the Bank's branches.

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).