



# Privacy Statement

*June 2019*



**Rabobank**

<b>Introduction</b> .....	<b>p 03</b>
<b>1. Whose personal data does Rabobank process?</b> .....	<b>p 04</b>
<b>2. What does Rabobank expect from businesses and organisations?</b> .....	<b>p 04</b>
<b>3. Who is responsible for the processing of your personal data?</b> .....	<b>p 04</b>
<b>4. Which personal data does Rabobank process?</b> .....	<b>p 05</b>
<b>5. How does Rabobank come by your personal data?</b> .....	<b>p 09</b>
<b>6. For which purposes, and on what basis, does Rabobank process personal data?</b> .....	<b>p 09</b>
a. to enter into a business relationship and agreement with you.....	p 10
b. to perform agreements and carry out instructions.....	p 11
c. to ensure your security and integrity as well as the security and integrity of the bank and the financial sector.....	p 12
d. to help develop and improve products and services.....	p 14
e. for account management, promotional and marketing purposes.....	p 15
f. to enter into and perform agreements with suppliers and other parties we work with.....	p 16
g. to comply with legal obligations.....	p 17
h. to carry out business processes and for the purpose of management reports and internal management.....	p 18
i. for archiving purposes, scientific or historic research purposes or statistical purposes.....	p 19
<b>7. How long does Rabobank keep your personal data?</b> .....	<b>p 19</b>
<b>8. Does Rabobank also process special categories of personal data?</b> .....	<b>p 20</b>
<b>9. Does Rabobank use automated individual decision making including profiling?</b> .....	<b>p 21</b>
<b>10. Which people at Rabobank have access to your data?</b> .....	<b>p 21</b>
<b>11. Does Rabobank use personal data for any other purposes?</b> .....	<b>p 21</b>
<b>12. Does Rabobank transfer your personal data to other parties and to other countries outside the EU?</b> .....	<b>p 22</b>
a. within Rabobank Group.....	p 22
b. outside Rabobank Group.....	p 22
<b>13. What rights do you have concerning your personal data held by Rabobank?</b> .....	<b>p 24</b>
a. right of information.....	p 24
b. right of access to and rectification of personal data.....	p 24
c. right to erasure ('right to be forgotten').....	p 25
d. right to restriction of processing.....	p 25
e. right to data portability (only applicable if the GDPR applies to the processing of your personal data).....	p 25
f. right to object to processing based on a legitimate interest.....	p 25
g. right to object to direct marketing.....	p 25
<b>14. Who can you contact if you have a question or complaint concerning personal data held by Rabobank?</b> .....	<b>p 26</b>
<b>15. Can Rabobank change this Privacy Statement?</b> .....	<b>p 26</b>

## Introduction

You share all kinds of personal data with Rabobank without noticing it. By using your debit card, your contact with our customer service or if you bank online. We naturally handle this data carefully. This Statement provides information on how Rabobank in the Netherlands approaches processing your personal data. This is clarified through examples that make it easier to understand.

## What does processing personal data mean?

### • **Personal data**

Information that says something directly or indirectly about you is referred to as personal data. Examples include your name and address, and also information such as your income.

Information relating to a sole trader, commercial partnership or professional partnership is also considered personal data.

Information relating to a legal entity is not personal data, but information relating to a legal entity's contact person or representative does count as personal data.

### • **Processing**

Processing means anything that can be done with personal data. This includes the collection, storage, use, transfer and removal of data.

### 1. Whose personal data does Rabobank process?

We process personal data if we have, want to have, or have had a business relationship with you, or if we have had contact with you and/or your representatives. The people whose personal data we process includes:

- people who show an interest in Rabobank or our products and services
- people who are connected in another way with a business or organisation with which we have, want to have, or have had a business relationship (e.g. employees, executive directors or (ultimate) beneficial owners)
- security providers and guarantors

### 2. What does Rabobank expect from businesses and organisations?

If your business or organisation transfers any personal data concerning employees, executive directors or **ultimate beneficial owners (UBOs)** to us, we expect your business or organisation to inform them about this. We also collect personal data of employees or executive directors not being provided by your company or organisation. For example by retrieving these data from Chamber of Commerce. We process this data as well. You can give this Privacy Statement to them so that they can learn how we deal with their personal data.

### 3. Who is responsible for the processing of your personal data?

This Privacy Statement describes how we deal with personal data processing by the Coöperatieve Rabobank U.A. in the Netherlands (Rabobank) and the following Group divisions.

Rabobank Group's main divisions in the Netherlands are:

- Rabo Financieringsmaatschappij
- Rabo Krediet Maatschappij
- Rabo Hypotheekbank
- Rabo Groen Bank
- Rabo Vastgoedgroep
- Rabo Lease
- Rabo Environmental Lease
- Rabo Factoring

Personal data may be shared within Rabobank Group to the extent that this is permitted by law. These Group divisions also contain the divisions like for example Obvion en DLL. An overview of the Group divisions can be found [here](#). When sharing data within Rabobank Group, we comply with the rules that we have agreed within Rabobank Group, the **Rabobank Privacy Codes**. These rules describe how the divisions of Rabobank Group deal with personal data.

#### 4. Which personal data do we process?

<b>Types of data</b>	<b>What kinds of data might be involved?</b>	<b>Examples of how Rabobank uses the data</b>
Information that allows an individual to be identified directly or indirectly	Name, address, telephone number, e-mail address, information provided in your identity document.	For identification purposes, to draw up an agreement or to contact you.
Location information	Information that shows where you are.	To find out where and when you used your debit card. We do this to combat fraud. For example the data provided by the ATM using your debit card.
Information relating to or used for agreements	Information about your financial situation, the products you have, your risk profile (if you invest) and information used for obtaining finance, such as payslips and the value of your home.	To assess whether a product is suitable for you. For example, if you have, or apply for, a mortgage loan with us, we want to know whether this loan is appropriate.
Payment and transaction data	When a payment is made, information about the person you paid or who paid you, when the payment took place and what the balance in your account is.	<ul style="list-style-type: none"> <li>• To execute a payment for you.</li> <li>• To be able to check whether the number you entered matches the name you specified in a payment instruction.</li> <li>• In order to draw attention to new products and services.</li> <li>• open sources e.g. media searches.</li> <li>• To pass your data on to the other bank (if you make use of the switching service).</li> <li>• For your security and ours.</li> <li>• If you make a payment in the Netherlands and in another country at the same time, we may be able to take measures.</li> </ul>

<b>Types of data</b>	<b>What kinds of data might be involved?</b>	<b>Examples of how Rabobank uses the data</b>
Special categories of personal data, criminal data and BSN	Information concerning your health, biometric data, data related to criminal convictions and offences, data which reveal your racial or ethnic origin or political opinions and your national identification number (BSN).	<ul style="list-style-type: none"> <li>• We use your citizen service number to transfer information about your savings and loans.</li> <li>• If you give your consent for this, we record information concerning your health for purposes such as asset planning or if you want to receive braille statements from us owing to a visual impairment.</li> <li>• In the context of combating terrorism, we are required to record information about your country of birth. We are also required to do this in connection with tax obligations.</li> <li>• In addition, we record special categories of personal data in the context of payments, for example if you make a payment at a pharmacist's or transfer money to a political party. We may use biometric data to identify you.</li> <li>• We may use biometric data to identify you.</li> </ul>
Recorded calls, conversations with Rabobank employees, recordings of video chat and online chat sessions, video surveillance,	<ul style="list-style-type: none"> <li>• Conversations we have with you, and you have with us, by telephone or in online chat sessions.</li> <li>• Conversations we have with you in person that we register.</li> <li>• E-mails you send to us and which we receive from you.</li> <li>• Camera images that we take in banking premises or at ATMs.</li> <li>• Comments, video, photographs, likes, public posts that you post on our social media pages.</li> </ul>	<ul style="list-style-type: none"> <li>• We may use the recorded calls, e-mails and online chat conversations to combat fraud, to fulfil legal obligations, to monitor quality, to provide proof, to improve our services and to train, coach and assess our employees.</li> <li>• Camera surveillance is used to combat and investigate fraud, to provide proof and monitor quality.</li> <li>• We use comments, video, photographs, likes, public posts that you post on our social media pages to answer questions and share information.</li> </ul>

<b>Types of data</b>	<b>What kinds of data might be involved?</b>	<b>Examples of how Rabobank uses the data</b>
Data that say something about the use of our website and the app.	<ul style="list-style-type: none"> <li>• Cookies</li> <li>• IP address</li> <li>• Data relating to the device on which you use our online services or our website.</li> </ul>	<ul style="list-style-type: none"> <li>• To enable our online services to be used and to combat fraud.</li> <li>• To improve our website.</li> <li>• For displaying targeted adverts or banners.</li> </ul>
Data we receive from other parties	<ul style="list-style-type: none"> <li>• Data obtained from the Chamber of Commerce, BKR (Bureau Kredietregistratie - Credit Registration Office), Calcasa, the Netherlands' Cadastre, Land Registry and Mapping Agency (Kadaster).</li> <li>• Businesses to which you have given consent to share your data (data brokers).</li> </ul>	<ul style="list-style-type: none"> <li>• We use this information to check whether you can be granted credit, or to check the value of a residential property.</li> <li>• If we receive information because you have given consent for this, we may use it for commercial purposes. For example, if we receive information relating to you from a provider of baby gift boxes, we may offer you a bank account for your child.</li> </ul>
Data we share with other parties	<ul style="list-style-type: none"> <li>• Financial information.</li> <li>• Information concerning advice.</li> <li>• Mortgage information.</li> <li>• Data we provide to other parties that we engage to help us provide services.</li> <li>• Data you have asked us to share with another party.</li> <li>• Data we have to share with our regulators.</li> </ul>	<ul style="list-style-type: none"> <li>• We are required to provide specific data to the Dutch Tax and Customs Administration and our regulators: the Netherlands Authority for the Financial Markets (AFM), the European Central Bank (ECB), the Dutch Central Bank (DNB), the Netherlands Authority for Consumers and Markets (ACM), and the Dutch Data Protection Authority (Dutch DPA).</li> <li>• Other parties (such as marketing agencies) that process data on our behalf because they are involved in the provision of our services.</li> <li>• You may also ask us to share specific data with a third party, for example by using IDIN.</li> </ul>

<b><i>Types of data</i></b>	<b><i>What kinds of data might be involved?</i></b>	<b><i>Examples of how Rabobank uses the data</i></b>
<p>Data we require to combat fraud, to ensure your security and ours, and to prevent money laundering and the financing of terrorism</p>	<ul style="list-style-type: none"> <li>• The data we keep in our internal and external referral registers, sanction lists, location information, transaction data, identity information, camera images, cookies and IP address.</li> <li>• Data relating to the device on which you use online services.</li> </ul>	<ul style="list-style-type: none"> <li>• In order to comply with legal obligations and prevent you, the financial sector, Rabobank or our employees from becoming the victims of fraud, we check whether you appear in our external or internal referral registers and we have to check whether your name appears in sanction lists.</li> <li>• We use your location information and transaction data in order to monitor payments if they are in keeping with your usual pattern of spending.</li> <li>• We may use your IP address, device details and cookies to combat online fraud (DDoS attacks) and botnets.</li> </ul>



## 5. How does Rabobank come by your personal data?

We receive your personal data because you provide it to us yourself. Examples include data you enter on our website yourself in order that we can contact you, and data arising from the services we provide in areas such as payments.

We may also receive your data from :

- a.** business units within Rabobank Group for example:
  - in the context of combating fraud, money laundering or terrorism
  - internal administrative business processes
  - to create and execute risk models
  - to improve our services
  - in the context of our duty of care.
  
- b.** other financial institutions in the context of combatting fraud, money laundering or terrorism. You can find more information [here](#).
  
- c.** suppliers or other parties we work with. If you request for a credit, we might receive information from **BKR**.
  
- d.** public sources like newspapers, public registers, websites and open sources of social media.
  
- e.** another party in case you have given your consent to share data with us.

## 6. For which purposes, and on what basis, does Rabobank process personal data?

We can only provide you our best service when we know you well. For that we need your personal data and have to process it. We do this because we have to carry out an agreement with you but also because we are obliged by law to do so. We process your data for the in 6a-6i mentioned purposes and legal basis.

### Consideration legitimate interest

We use the “legitimate interest” basis to process your personal data. Then we make a trade-off between the interests of Rabobank and the violation of your privacy. Our interests are, for example, the following:

- We protect our own financial position (for example to assess whether you can repay your loan or if we want to sell your loan or other obligations).
- We combat fraud to prevent us, but also the financial sector, to ensure your security and ours and to prevent damage.
- We need to improve our business processes, take measures in the context of company management and perform audits on our internal processes.

- We transfer loans, we merge or take over companies to remain a financially sound bank.
- We have an interest in direct marketing and we will keep you informed of new or existing products that we believe fit you.

We weigh our interests or the interests of third parties against your interests and your right to privacy. For example, we look at whether we cannot achieve the same goal in another way. And whether we really need all data. Do we want to use sensitive data? Or data from vulnerable people or children? Then your right to privacy will have been overridden earlier and it will be less likely for us to use your data based on a legitimate interest. Sometimes it is not clear from the law or regulation on what legal basis we might process your data. Or the obligation is not in a law or the law does not apply directly to us. Such as the obligation to make risk models.

Because we have an interest in keeping the financial sector healthy, we then use this data based on the legitimate interest. Examples of this are:

- an IBAN name check to prevent you from becoming a victim of fraud.
- making telephone and image recordings in order to combat fraud and to improve the quality of our service. This helps us to train, coach and assess employees properly. And also to provide any required evidence.

Others may also have a legitimate interest in processing your data. For example if someone has accidentally transferred money to you and you do not want to repay it. Then in some cases we can pass on your contact details to the person who has accidentally transferred money to you.

**a. To enter into a business relationship and agreement with you**

We need to have your personal data if you want to become a client, or if you want to use a new product or service or contact us.

- For example, we have to perform research to assess whether we can accept you as a client. When you become a client, we have to establish your identity for almost all our products and comply with our legal obligations. As part of this, we may make a photocopy of your proof of identity.
- If you so wish, we will also use biometric data, such as a face scan, to establish and verify your identity. We use the photocopy of your proof of identity solely for identification and verification purposes.
- If you wish to become a client, or are already a client of ours, we will consult the incident registers and warning systems of Rabobank (the internal referral register) and the financial sector (the external referral register and the register maintained by the mortgage fraud prevention foundation, Stichting Fraudebestrijding Hypotheken).
- We also check that you are not on any national or international sanction lists.

- We assess whether the requested product or service is suitable for you. For example, we assess whether we can provide you with credit. When making this assessment, we also use data that we obtain from other parties, such as BKR (Bureau Krediet Registratie - Credit Registration Office) or Calcasa.
- We perform analyses to assess whether we can provide you with credit or another product. In some cases, we have to do this, for example because we are required to do so under Dutch or European laws and regulations.
- If necessary, we will calculate a credit score from you. We are required to use these credit scores when deciding whether or not to grant you credit. This score is then used by authorized staff to determine whether or not you might obtain credit. The decision whether or not to grant you credit is not made fully automated.
- The bank may use a profile of you to ensure that a product is and remains suitable for you, for example if you apply for a mortgage or a loan. We have studied the characteristics of clients in arrears for which we obtained from other parties such as BKR (Bureau Krediet Registratie – Credit Registration Office), and we can therefore use this research to develop a model. We may use this model if you apply for a mortgage or a loan or during the term of your mortgage or loan. If this model reveals that you are exposed to a high risk, we may decide not to provide you with a mortgage or loan. Or, if you already have been provided a mortgage or loan, we will assess whether we should take measures to mitigate the risks.

### ***Legal basis***

For the most part, we process your personal data because we are under a legal obligation to do so. If, however, this legal obligation does not apply directly to Rabobank, we have a legitimate interest in processing your personal data for the above mentioned purposes. We must then be able to demonstrate that our interest in using your personal data outweighs your right to privacy. We therefore weigh all interests. More information about this balancing of interests can be found [here](#). We may also process such data where this is necessary to conclude the agreement.

### ***b. To perform agreements and carry out instructions***

When you are a client of ours, we want to be of service to you. We execute the instructions we receive from you and perform the agreements we have concluded. This is what we have agreed with you. We process personal data for this purpose.

- If you make a payment through us, we transfer your data to another bank. The payee can also see and record your payment data. Both the person who issues the payment instruction and the beneficiary (payee) may enquire about specific data relating to the other party's account.
- When executing a payment instruction, we may use the IBAN-Name Check to ensure that the IBAN you entered in the online banking or mobile banking app corresponds with the name known to us. If it does not, we will bring this to your notice. You can then decide whether to continue with the payment instruction or adjust it.

- If you make use of the switching service, we will pass the amounts credited to your account on to your new bank. You receive an account statement containing a list of all transfers made.
- If you are a member of our cooperative, we process your personal data for this purpose. In addition, we sometimes record your preferences concerning matters such as meetings.
- We make recordings of telephone conversations, e-mail messages, camera images, online chat sessions and video chat sessions, for example, and may document these recordings. The purposes for which this is done include proving that you issued a particular investment instruction. We may also do this if we are legally required to do so, or to provide proof and monitor quality, to investigate fraud and other matters, and for training, coaching and assessment purposes.
- We also provide you with information about the transactions in your bank account, or credit or financing, or, if you are at risk of falling behind on your payments, we will contact you to look for a solution.
- You may also ask us to divulge your personal data to a third party, in which case we will transfer your personal data to that party. For example by using IDIN.
- In our role as an intermediary acting for other service providers such as Interpolis, we transfer data to enable us to perform our work as an intermediary.

### **Legal Basis**

We process personal data because this is necessary in order to perform the agreement, and also because we are under a legal obligation to do so, for example in the context of payments. If you do not provide certain information to us, we will not be able to perform the agreement. In a number of cases, we have a legitimate interest in processing your personal data, for example when making recordings of telephone calls (except for in the case of investments, in which case telephone calls must be recorded by law). More information about this balancing of interests can be found [here](#).

### ***c. To ensure your security and integrity as well as the security and integrity of the bank and the financial sector***

We process your personal data to ensure your security and ours, and also security of the financial sector. We also do this for the purpose of preventing fraud, money laundering and the financing of terrorism.

### **Customer Due Diligence**

Not only when we enter into a business relation with you but also during our business relation, we might check whether we can still accept you as our client. For example your transaction data on your account might be a reason for an additional check. Or the people you do business with.

### **Incident registers and warning systems**

If you wish to become a client, or are already a client of ours, we will consult the incident registers and warning systems of Rabobank (the internal referral register) and the financial sector (the external referral register and the register maintained by the mortgage fraud prevention foundation, Stichting Fraudebestrijding Hypotheken).

Not all bank employees consult these registers themselves. When a bank employee performs a check in the internal referral register or external referral register, the employee only sees whether an entry has been made in the register. Every financial institution has its own security department. If there is an entry in the register, the security department assesses whether the client may have a particular product or may use a particular service based on the information contained in the department's own records or the incident register.

We may share information that is included in the incident register with other financial institutions. We only do this in cases where this is permitted under the **Protocol in respect of the Incident Warning System for Financial Institutions (PIFI)**.

In addition, public authorities send us lists of individuals, which we have to enter in our warning registers. These are individuals with whom financial institutions must not do business, or to whom the financial sector must pay extra attention.

We may consult the incident registers and warning systems, and we may also record your personal data in these registers. If we record information relating to you in these registers, we will notify you unless we are not allowed to do so, for example because the police ask us not to notify you in the interests of their investigation. If you do not agree to the recording of your personal data, **you can object to this or ask that your data is corrected or erased**. You can find more information [here](#).

## **BKR**

We must perform a credit check before we provide you with credit or a loan. In addition, if you have been in arrears or have residual debt with us for some time, we have to notify BKR (Bureau Kredietregistratie - Credit Registration Office).

## **Publicly accessible sources**

We consult publicly accessible sources, such as public registers, newspapers and the internet and public profiles of your social media, in an effort to combat fraud and protect the bank.

## **Fraud and money laundering**

We may perform analyses aimed at preventing fraud and money laundering and protecting you and the bank. For example, we may create a profile of your usual payment behaviour in order to reduce fraud or the misuse of debit cards and credit cards. If the observed behaviour differs from your usual payment behaviour, this may

form grounds for declining payments by fully automated means. If we have decided to do this, we will inform you as soon as possible.

We may make use of information that you did not supply to us in the context of combating fraud, such as information about the transactions in your account. The regulator also requires that we do this.

To prevent fraud, we may use the IBAN-Name Check to ensure that the number you entered in the online banking or mobile banking app corresponds with the name known to us. If it does not, we will bring this to your notice. You can then decide whether to continue with the payment instruction or adjust it. We may also use the IBAN-Name Check for other parties in connection with preventing, detecting and combating the misuse of the payment system.

As part of efforts aimed at combating cybercrime and computer attacks such as botnets, we transfer information relating to you to parties that fight cybercrime. We will do this if we detect that your security or the security of the financial sector could be in danger. We will only do this if we have reached agreements with these parties concerning the careful use of your data.

We make recordings of telephone conversations, e-mail messages, camera images and online chat sessions, for example, and may document these recordings. We do this in the context of investigating fraud. For example, we take camera images to prevent debit card fraud. We may also do this if we are legally required to do so, or to provide proof and monitor quality, and for training, coaching and assessment purposes.

### ***Legal Basis***

We process your data because this is necessary in order to comply with a legal obligation. If we are not under a direct legal obligation to process your data, we process the data on the basis of a legitimate interest of Rabobank, the financial sector or our clients and employees. More information about this balancing of interests can be found [here](#).

### ***d. To help develop and improve products and services***

In order that we can be of service to you and can innovate, we develop and improve products and services on an ongoing basis. We do this for ourselves, our corporate clients or other parties.

- We sometimes combine data sources, such as information on the products you receive from us and the balance in your account. We conduct benchmarking for our corporate clients, which provides these clients with additional information on how they perform in comparison to other businesses. The results of this study relate to a group of clients, and never an individual client (this is known as aggregate data).

- We also process data when analysing your visit to our website. We do this with the aim of improving our website. We use cookies for this.
- Analysing personal data allows us to see how you use our products and services. We also use the results of analyses to categorise clients into group, for example based on age. With this we create customer and interest profiles. For example if you have a certain product with us. Then you get tips on how to use the product. With a high balance on your checking account, you can get the tip to transfer your money to a savings account. In making these analyses we sometimes also use information that we have received from other parties, for example if we have received data from your trade information agencies with your permission or from public sources such as the newspaper or the internet. You always have the right to **object** to this data processing.
- We naturally want to prevent your payment arrears from running up. Or prevent you for getting into financial problems. For this we might use models in which we can compare your situation with other customers on the basis of their characteristics. For example people with financial problems. If foresee that you might get into financial problems? Then we are happy to help you. We can do this ourselves or by pointing out possible organizations that can help you organize your financial administration.
- We also carry out research in order to improve our products and services. For example, we may ask you to give your reaction to a product or to review a product. You are not required to cooperate in such studies.
- We sometimes use other parties to process your personal data for this purpose, for example in order to measure or ask you how we can improve our services. In that case, these other parties act on the instructions of Rabobank.

### **Legal Basis**

We process your data because we have a legitimate interest in this. We may also ask you for your consent to process your data for the purpose of developing and improving our products and services. If you do not give your consent for the purpose of developing and improving our products and services, this will not affect the services we provide to you. You can withdraw your consent at any time here. More information about this balancing of interests can be found [here](#).

### **e. For account management, promotional and marketing purposes**

We process your personal data for account management, promotional and marketing purposes. In doing so, we use data we have obtained from you, such as payment data and your activity on our website, as well information not obtained directly from you, including public registers (such as the Chamber of Commerce), publicly available sources (such as the internet) and other parties (such as data brokers).

- We may use your data to inform you about a product that might be of interest to you. The following are examples. If we know that you are taking out a mortgage with our bank, we may also contact you about insurance. If we see that you receive a form

of student finance in your current account, we may contact you about a student account. If you receive child benefit, we may offer you a bank account for your child.

- We produce analyses and profiles for marketing and account management purposes. This allows us to combine your existing products from the bank with data relating to your visit to **our website** so that we can display information that is relevant to you, for example by presenting specific offers on banners on our website.
- We also use the services of advertisers in order to display advertisements to a specific target group. We indicate which target group or type of profile our advertisement is intended for. The advertiser then displays the advertisement to the people who are in the target group or fulfil the profile. We never share data relating to individual clients with such advertisers. We process your data together with providers of social network services if, for example, you post comments, videos, photos, likes and public messages on our social media company pages or post comments about Rabobank on a website or social network that we do not manage. We use your data to post a comment or to share information. For the processing of the data by the provider of social network services, we refer you to the website of these providers.
- We may also use analyses to provide our clients with information for benchmarking purposes. If we use your data for these analyses or produce profiles, we will ensure that your data are **pseudonymised** to the greatest possible extent and that they are made only available to a few employees at the bank.

If you do not want your data to be used by us for the purpose of direct marketing or by post, e-mail or telephone, you can let us know **here**.

### **Legal Basis**

We process your data because we have a legitimate interest in this. We may also request your consent to process your data for promotional and marketing purposes. If you do not give your consent, this will not affect the services we provide to you. You can always withdraw your consent. More information about this balancing of interests can be found **here**.

### **f. To enter into and perform agreements with suppliers and other parties we work with**

If you have contact with Rabobank for work-related reasons, we may process your personal data, for example so that we can establish whether you are permitted to represent your business, or so that we can give you access to our offices. Where necessary, we may consult **incident registers and warning systems** before we enter into our agreement and also while the agreement is in effect in the context of screening.

### **Legal basis**

We process your data so that we can perform the agreement we have concluded, because we are required to do so by law or because we have a legitimate interest in this. More information about this balancing of interests can be found **here**.



## ***g. To comply with legal obligations***

### **Legislation**

Under various national and international legislation and regulations, we have to collect and analyse a large amount of data relating to you and sometimes transfer such information to European and other government authorities. We must comply with legislation, such as the Wet Financieel Toezicht (Dutch Financial Supervision Act), in order to be able to offer you financial products and services. We also process personal data in order to fulfil our duty of care.

We also have to comply with legislation designed to combat fraud, crime and terrorism, such as the Wet ter voorkoming van witwassen en financieren van terrorisme (Dutch Money Laundering and Terrorist Financing (Prevention) Act). For example, we are required to perform customer due diligence and to conduct further inquiries if you hold specific assets or if an unusual transaction takes place in your account. If we spot an unusual transaction, we must notify the competent law enforcement agency. Under this law, we have to establish who the ultimate beneficial owner (UBO) is of a business or organisation with which we have a business relationship.

We may receive requests for data from the Dutch Tax and Customs Administration, the police and the Public Prosecution Service as well as organisations such as the intelligence services. If they do this, we are required by law to cooperate with the investigation and transfer data relating to you.

### **Risk models**

European rules require that we produce risk models if you apply for a loan or credit or if you have received a loan or credit from us. This is so that we are able to determine which risks Rabobank is exposed to and the size of the buffer we need to maintain. We process your personal data for this purpose.

We also need to use these models to prevent situations in which you are unable to repay your financing, or are unable to repay it on time. We are required to do this by law. In this context, we may also use profiling and techniques for making decisions in a fully, or almost fully, automated manner.

These risk models also predict how likely it is that you will fall behind on your payments. We can use the information they provide to prevent or deal more quickly with any payment problems, for example in consultation with you. We will then process your personal data for this purpose. We will do this for various reasons. These include performing our agreement with you and because we are required to do this by law.

### **Providing data to the government**

Legislation and regulations may require that we transfer data (analysed or otherwise)

relating to you to a government institution, a tax authority or a regulator within or outside the Netherlands, such as the Netherlands Authority for the Financial Markets (AFM), the European Central Bank (ECB) or the Dutch Central Bank (DNB). As we have to comply with legal obligations and treaties, we sometimes have to provide data relating to you to the Dutch Tax and Customs Administration or a foreign tax authority.

### **Making and documenting recordings**

We make recordings of telephone conversations, e-mail messages and online chat sessions, for example, and may document these recordings. We do this to comply with legal obligations, for example in the context of investment services. We may also do this to provide proof, to monitor quality, to combat and investigate fraud, and to train, coach and assess employees.

### **Legal Basis**

We process your data because this is required by law, or because we would otherwise not be permitted to perform an agreement with you, or if we have a legitimate interest in processing your data so that we can comply with a statutory or other legal obligation. More information about this balancing of interests can be found [here](#).

### ***h. To carry out business processes and for the purpose of management reports and internal management***

#### **Know your customer**

As a service provider, we believe it is important and necessary that we have a good picture of our clients. This includes knowing who you work with.

#### **Determining credit risk associated with loans and credit facilities**

Lending involves credit risk. We have to determine what that risk is, so that we can calculate the buffer we need to maintain. In connection with this, we process data relating to your loans and credit facilities.

#### **Transfer of receivables**

It can happen that we transfer to another party loans that we have made to you, such as your mortgage loan. If such a transfer takes place, your personal data will be processed. We may need to disclose your personal data in the course of a transaction to a prospective buyer or acquirer both to facilitate the potential and actual transfer. Once the loans have been transferred, the other party will also process your personal data. We agree with the other party that it must comply with legislation and regulations on personal data protection. We also do this when a contract is taken over, or in case of merger or demerger.

#### **Audits and investigations**

We also use your data to perform internal and external audits and investigations, for example in order to examine how well new rules have been introduced or to identify

risks.

#### **Improving our own business processes**

We also use data to analyse and improve our business processes so that we can help you more effectively or make our processes more efficient. Where possible, we will **anonymise** or **pseudonymise** your data first.

#### **Legal Basis**

We process your data because this is required by law or because we have a legitimate interest. Processing your personal data may also be necessary for the performance of our agreement with you. More information about this balancing of interests can be found **here**.

#### ***i. For archiving purposes, scientific or historic research purposes or statistical purposes***

We may also process your personal data if this is necessary for archiving purposes in the public interest, scientific or historic research purposes or statistical purposes. Where possible, we will **anonymise** or **pseudonymise** your data first.

#### **Legal basis**

When processing personal data for archiving purposes, scientific or historic research purposes or statistical purposes, we process the data on the basis of the legitimate interest of Rabobank, the financial sector or our clients and employees. More information about this balancing of interests can be found **here**.

### **7. How long does Rabobank keep your personal data?**

We do not keep your data for any longer than necessary to fulfil the purposes for which we collected the data or the purposes for which data are reused. We have adopted a data retention policy. This policy specifies how long we keep data. In the Netherlands, this is usually for seven years following the termination of the relevant agreement or the ending of your business relationship with Rabobank. Data are sometimes kept for longer, for example if the regulator asks us to keep specific data for longer in the context of risk models. In some cases, we use shorter retention periods. For example we generally keep data relating to payment instructions for only two years and camera images are kept for only one month.

In specific situations, we may also keep data for longer than we are required by the retention period fixed by us. We will do this if, for example, the judicial authorities request camera images, in which case we will keep the images for longer than one month, or if you have submitted a complaint, in which case the underlying data must be kept for longer.

Once we no longer require the data for the purposes described in sections 6a to 6i, we may still keep the data for archiving purposes, in the event of legal proceedings, or for historic or scientific research purposes or statistical purposes.

#### **8. Does Rabobank also process special categories of personal data, information about criminal convictions and citizen service numbers (BSNs)?**

Special categories of personal data, information about criminal convictions and citizen service numbers (BSNs) are sensitive data. Special categories of personal data include data concerning health, biometric data and data which reveal racial or ethnic origin.

We may use biometric data, such as your fingerprint or a face scan, for identification and authentication purposes.

We use your national identification number (BSN) only if this is permitted by law, for example in order to pass on your savings balance or the amount of your loan to the Dutch Tax and Customs Administration.

Rabobank participates in incident registers and warning systems for the financial sector and may process information about criminal convictions in this context. The purpose of these incident registers and warning systems is to protect the interests of financial institutions and their clients, for example by detecting and recording cases of fraud.

We also process special categories of personal data when processing payments, for example if you make a payment at a pharmacist's or transfer money to a political party. Such data can be used to gather information about your health or your political inclinations.

In addition, we process special categories of personal data where this is permitted by law, because this information was made public by you, or with your permission, for example if you ask us to establish that you have a visual impairment so that you can receive Braille bank statements and provide you with better support at ATMs. We ask for your consent to record this information.

If you give us consent to record special categories of personal data relating to you, or you have made this information public yourself, we will only process the information if this is necessary so that we can provide our services. If you have given us consent to record special categories of personal data, you may withdraw that consent at any time. To do this, contact your own Rabobank.

#### **9. Does Rabobank use automated individual decision-making including profiling?**

Automated individual decisions are decisions that are taken regarding you by computers and not by human beings. Does such a decision produce legal effects concerning you or does this decision similarly affect you, then we are not allowed to use automated decision-making. Unless this is necessary to enter into or perform a contract, this is authorised by law, or if you give us your explicit consent. In that case you have the right to obtain human intervention and to express your point of view and contest the decision.

In the following situations we might use automated decision making that might affect you:

- If necessary, we will calculate a credit score from you. We are obliged to use these credit scores in the decision whether or not we can provide you with a credit. This score is then used by authorized staff to determine whether or not you might obtain credit. The decision to provide you a credit is not fully automated.
- When a payment has been done that is not in line with your usual pattern of spending, we might use automated decision making and stop the payment (temporarily) . We do this to avoid fraud on your account. If we stop the payment, we will inform you as quickly as possible.

#### **10. Which people have access to your data?**

Within Rabobank, your personal data can be accessed only by individuals who need to have access owing to their position. All of these people are bound by a duty of confidentiality.

#### **11. Do we use personal data for any other purposes?**

If we want to use information for any purpose other than the purpose for which it was obtained, we may do this as long as the two purposes are closely related.

If you take out a mortgage loan with us, this fact may be communicated to the insurance department so that they can then check whether this affects your insurance portfolio. This is because concluding a mortgage loan and maintaining the insurance portfolio are closely linked.

If, for example, we see that you receive a form of student finance in your current account, we may contact you about a student package.

If there is not a sufficiently strong connection between the purpose for which we obtained the data and the new purpose, we will ask you to give your consent if we still want to use this data. You can always withdraw your consent. You can contact your Rabobank for this.

## **12. Does Rabobank transfer your personal data to other parties and to other countries outside the EU?**

### ***a* Within Rabobank Group**

Your personal data may be shared by **divisions of Rabobank Group**, for example because you ask us to do this, or because you also purchase a product from a different division of Rabobank. Information that has been used to establish your identity may also be used by another division of Rabobank with which you want to do business, for example. We can also, for example, exchange your data to combat fraud, to prevent money laundering, risk management, internal administration, to improve services to you and in the context of the duty of care.

These divisions of Rabobank may also be located in **countries** outside the European Union that apply less stringent data protection rules. We share your data with divisions of Rabobank Group, in which Rabobank holds a majority interest, only if the divisions comply with Rabobank's rules, as set out in the Rabobank Privacy Code. The **Rabobank Privacy Code** describes the rules that all these divisions of Rabobank Group have to comply with. The Rabobank Privacy Code guarantees adequate protection of personal data.

### ***b* Outside Rabobank Group**

Your data is also transferred to other parties outside Rabobank if we are required to do this by law, because we have to perform an agreement with you or because we engage another service provider.

We transfer your personal data to third parties if we are required to do so. Examples of such third parties include national and European regulators, such as the Netherlands Authority for the Financial Markets (AFM), the Dutch Central Bank (DNB) and the European Central Bank (ECB), and the Dutch Tax and Customs Administration. In order to comply to the 'ethical Code of Conduct for the Dutch banking industry', we sometimes have to provide personal data to the Foundation for Banking Ethics Enforcement (Stichting Tucht recht Banken).

We also transfer data if this is necessary in order to perform our agreements with you. For example, we use third parties such as **SWIFT** to enable you to make payments. When a payment is made to another bank or via another bank within the European Union (EU) or outside the EU, they may request your data because they are (legally) obliged to do so. In those cases we will, apart from the usual data we provide when a payment is made, transfer additional data such as your date of birth and your place of residency.

These third parties and other banks are subject to supervision by their local regulators. This could mean that your payment and transaction data are transferred to other parties in countries that do not enjoy the same level of personal data protection as the European Union. If your personal data are processed in a country with a different level of data protection, this may mean that your personal data are the subject of investigations by competent national authorities in the countries where the relevant information is held.

If we act as an intermediary, we share your personal data. For example, if you take out insurance with an insurer through us, we share personal data with that insurer.

If we provide you with credit or a loan, we must also transfer data to BKR (Bureau Kredietregistratie - Credit Registration Office), for example regarding the level of credit or size of the loan, or if you fail to make a payment on time.

We also provide your data to other parties that we need to involve in the context of providing our services, such as bailiffs and lawyers.

We sometimes engage other parties / business partners that process personal data on our instructions. Examples include printers that handle client mailshots for us and print names and addresses on envelopes, parties that perform market research on Rabobank's behalf, and parties that store data for us. Or an IT supplier. Before such parties are engaged, we must first ensure they are sufficiently reliable. We may only engage parties if this is in keeping with the purpose for which we processed your personal data, for example for promotional and marketing purposes. Moreover, this other party can be engaged by us only if it reaches specific agreements with us, has demonstrably implemented appropriate security measures and guarantees that your personal data will remain confidential. Your personal data may also be shared with other parties that we engage in the course of our business or for the provision of our services.

If we transfer your data to other parties outside the European Union (EU)/European Economic Area (EEA) we take additional measures to protect your data. In some countries outside the EU/EEA, the rules for protecting your data are different from those that apply within Europe. If we make use of a third party located outside the EU/EEA, and if the European Commission believes that the country in which this third party is located does not offer adequate protection in the area of personal data processing, we will only transfer your

If we act as an intermediary, we share your personal data. For example, if you take out insurance with an insurer through us, we share personal data with that insurer.

If we provide you with credit or a loan, we must also transfer data to BKR, for example regarding the level of credit or size of the loan, or if you fail to make a payment on time.

We also provide your data to other parties that we need to involve in the context of providing our services, such as bailiffs and lawyers.

We sometimes engage other parties / business partners that process personal data on our instructions. Examples include printers that handle client mailshots for us and print names and addresses on envelopes, parties that perform market research on Rabobank's behalf, and parties that store data for us. Before such parties are engaged, we must first ensure they are sufficiently reliable. We may only engage parties if this is in keeping with the purpose for which we processed your personal data, for example for promotional and marketing purposes. Moreover, this other party can be engaged by us only if it reaches specific agreements with us, has demonstrably implemented appropriate security measures and guarantees that your personal data will remain confidential. Your personal data may also be shared with other parties that we engage in the course of our business or for the provision of our services.

If we transfer your data to other parties outside the European Union, we take additional measures to protect your data. In some countries outside the European Union, the rules for protecting your data are different from those that apply within Europe. If we make use of a third party located outside the European Union, and if the European Commission believes that the country in which this third party is located does not offer adequate protection in the area of personal data processing, we will only transfer your data if other, suitable guarantees are in place, such as the contractual arrangement approved by the European Commission, or on the basis of the Privacy Shield (United States).

Sometimes you can take the initiative and transfer your data to another party yourself, for example if you want a third party to be able to verify your identity through IDIN, or if you want to provide access to your data to another party, such as an account information service provider.

### **13. What rights do you concerning your personal data held by us?**

#### ***a right to information***

This Privacy Statement describes what Rabobank does with your data. In certain cases, we provide additional or different information. For example, if Rabobank records your personal data in its incident registers, it will inform you about this separately (provided it is permitted to do so). We will also do this if there are other reasons for providing you with information in addition to the Privacy Statement. We may do that by means of a letter, by leaving a message in your secure inbox or in another way to be determined by us.

#### ***b right of access to and to rectification of personal data***

You may ask us whether we process data relating to you, and if so, which data this concerns. In that case, we can provide you with access to the data processed by us that relates to you. If you believe your personal data has been processed incorrectly or incompletely, you may request that we change or supplement the data (rectification).



**c. *right to erasure ('right to be forgotten')***

You may request that we erase data concerning yourself that we have recorded, for example if you object to the processing of your personal data. We don't always have to do that. And sometimes we are not allowed to do this either. For example, if we still have to store your data due to legal obligations.

**d. *right to restriction of processing***

You may request that we temporarily restrict the personal data relating to you that we process. This means that we will temporarily process less personal data relating to you.

**e. *right to data portability***

You have the right to request that we supply you with data that you previously provided to Rabobank in the context of a contract with us or with your consent, in a structured, machine-readable format, or that we transfer such data to another party. If you ask us to transfer data directly to another party, we can do this only if this is technically feasible. In some cases, you do not need to submit a request to obtain the data you provided to us. For example, you can view your transaction data using our online services.

**f. *right to object to processing***

If we process your data because we have a legitimate interest in doing so, for example if we make recordings of telephone calls but this is not required by law, you may object to this. In that case, we will reassess whether it is indeed the case that your data can no longer be used for that purpose. We will stop processing your data if your interest outweighs our interest. We will inform you of our decision, stating the reason.

**g. *right to object to direct marketing***

You have the right to request that we stop using your data for direct marketing purposes. It may be the case that your objection relates to being approached through a specific channel, for example if you no longer wish to be contacted by telephone but still want to receive our newsletters. We will then take steps to ensure you are no longer contacted through the relevant channel.

If you make a request as described above, we will respond no later than one month after we receive your request.

We may ask you to explain your request for access in more detail. For example, if you request access to recorded calls, we may ask you to provide search keys, such as the time the call was made and the number from which it was made. In very specific cases, we may extend this period in which we must respond to a maximum of three months. In that case, we will keep you informed about the progress made with your request.

If you make a request, we may ask you to provide proof of your identity. For example, if you submit a request to exercise your right of access or right to data portability, we would like to be certain that we provide your personal data to the right person. In that case, we will ask you to come to the bank so that you can make your identity known and we can verify your identity. In some cases, there may be doubts as to whether we can send you the data securely. If so, we may ask you to come to the bank to collect your data.

In certain cases, we may not be able to comply with your request, for example because this would violate the rights of others, would be against the law or is not permitted by the police, the Public Prosecution Service or another public authority, or because we have weighed up the relevant interests and determined that the interests of Rabobank or others in processing the data take precedence. In that case, we will inform you.

If we adjust your data or erase your data at your request, we will notify you of this and also inform the recipients of your data wherever possible.

#### **14. Who can you contact if you have a question or complaint concerning personal data?**

Do you have a general question or complaint about the processing of personal data? Then you can go to your local bank or the part of Rabobank with which you do business when it comes to exercising your rights and other questions about the processing of your data.

Do you have a complaint about the processing of your personal data by Rabobank? Then you can go to:

1. **your local bank** or the Rabobank division with which you do business
2. **the data protection officer** (dpo@rabobank.nl)
3. **the Dutch Data Protection Authority**

#### **15. Can we change this Privacy Statement?**

Yes, our Privacy Statement may change from time to time. This is possible if there are new data processes and these changes are important to you. We will of course keep you informed. You can always find the most current version of our Privacy Statement at [Rabobank.nl/Privacy](https://www.rabobank.nl/Privacy).



**Rabobank**