



**YOUR PERSONAL DATA AND THE GROUP OF
HELLENIC BANK PUBLIC COMPANY LTD**

CUSTOMER'S NOTIFICATION AND CONSENT

A. Maintenance of your personal data in the files of the Group of Hellenic Bank Public Company Ltd (which includes Hellenic Bank Public Company Ltd, its subsidiaries from time to time and its associated companies):

Pursuant to the provisions of the Processing of Personal Data (Protection of Individuals) Law 138(I)/2001, Hellenic Bank Public Company Ltd (hereinafter referred to as "the Bank") and the other companies of the Group of Hellenic Bank Public Company Ltd (hereinafter referred to as "the Group"), have the obligation to ensure that your personal data is lawfully processed in accordance with the aforementioned Law.

With this document we would like to inform you that personal data relating to you and which

- (i) has been given or will be given by you to any company of the Group at any point in the future,
- (ii) has been received or will be received from third parties (e.g. the Central Information Repository or other data collection agencies, other persons / organisations connected with you) in connection with any bank transaction, guarantee agreement or agreement for the provision of insurance, advisory or other services offered by the Bank and/or any other company of the Group,

may be maintained in archive, electronic or otherwise, at the Bank and/or any other company of the Group and that the Bank and any other company of the Group will be able to process and use the data for the purposes and subject to the conditions mentioned below.

We would like to assure you that the processing of your personal data will be restricted only to the data that is absolutely necessary for the specific purpose of the processing.

B. Use of your personal data:

Your personal data may be processed in order to enable us to perform the duties / obligations imposed on us by Law, exercise our rights deriving from our contractual relationships, maintain and develop your relationship with the Bank and any other company of the Group and in particular for the following purposes:

- (i) to evaluate any of your / third party applications to the Bank or any other company of the Group and make decisions concerning your credit rating. This evaluation may take place by automated methods.
- (ii) to provide and operate the services offered to you by the Bank or any other company of the Group.
- (iii) to assess financial risks and carry out money laundering and fraud prevention checks.
- (iv) to assist the Bank and its insurance advisers in making decisions on insurance proposals and claims such as motor, household life etc.
- (v) to send to you or notify you of informative, advertising material or information from the Bank or any other company of the Group, provided that you give your consent to receiving such material at the end of this document.
- (vi) to study your personal needs and the trends of the market for the purpose of research and statistical analysis.
- (vii) to enable and assist the Bank or any other company of the Group to recommend and offer you bank products and services that may be of interest to you.

We would like to bring to your attention the fact that the personal data relating to your person may include sensitive data. Sensitive data, according to the provisions of Law 138(1)/2001, includes data referring to racial or ethnic origin, religious or philosophical beliefs, membership to a society, association or trade-union, health and social welfare, sexual orientation and criminal charges or convictions. This data may be processed only with your explicit consent.

C. Confidentiality and security of processing:

We assure you that, with the following exception, your personal data shall be communicated exclusively and only to persons within the Group and to duly authorised representatives / associates of the Group and is and will be processed confidentially and securely.

Exceptions:

- (i) When disclosure is made further to your request or consent,
- (ii) When disclosure is required by any Law or by a Court Order,
- (iii) When disclosure is made in Court proceedings between the Bank and/or any company of the Group and yourself,
- (iv) When disclosure is necessary for reasons of public interest or for the protection of the interests of the Bank and/or any other company of the Group,

- (v) When disclosure is made to insurers and insurance advisors of the Group, persons that deal with repairing, maintaining, extending or amending the computer systems of the Bank and/or any company of the Group and/or duly authorised representatives / associates of the Bank and/or any other company of the Group,
- (vi) When disclosure is made for the purposes of the Central Information Repository.

Your personal data may, provided the procedures required by the Law are adhered to, be disclosed to businesses associated with the Group within and outside the European Union. In such a case the Bank and/or any other company of the Group will ensure that your personal data enjoys the same level of security provided by the Bank in the Republic of Cyprus.

In all the aforementioned cases the Bank and/or any other company of the Group will secure, whenever possible, a written commitment by the aforementioned persons and organisations that they will keep confidential and secure any information they may receive from the Bank and/or any other company of the Group relating to your person or matters that concern you.

D. The “Data Controller” of your personal data:

The file, electronic or otherwise, containing personal data relating to your person will be under the control of the “Data Controller”. The Data Controller in relation to the above information is Hellenic Bank Public Company Ltd, represented by the Compliance Officer of Hellenic Bank Public Company Ltd.

The addresses and telephone numbers of the Data Controller and Compliance Officer of Hellenic Bank Public Company Ltd are:

Address and telephone number of the Data Controller

Hellenic Bank Public Company Ltd
 Corner Lemesos Ave. and 200 Athalassas Ave.
 2025 Strovolos
 P.O. Box. 24747
 1394 Nicosia

Telephone Number: 22 500 000

Address and telephone number of the Compliance Officer of Hellenic Bank Public Company Ltd

Compliance Officer
 Hellenic Bank Public Company Ltd
 Corner Lemesos Ave. and 200 Athalassas Ave.
 2025 Strovolos
 P.O. Box. 24747
 1394 Nicosia

Telephone Number: 22 500 728

E. Right to access and correct personal data relating to your person:

You have the right, after sending a written notice to the Data Controller and paying the relevant fee, to request from the Data Controller information concerning the processing of your personal data and the correction of any incorrect information relating to you.

**Hellenic Bank Public Company Ltd
 Data Controller**

Statement / Consent for the processing of personal data

With the present, I confirm and state that I have read, been informed of and understood all the above and with full understanding I consent to the maintenance in archive, electronic and otherwise and lawful processing of all information relating to me (including sensitive personal data) which has been received either from me or from any other person.

_____ / ____ / ____
 Name and I.C. Number of Applicant / Customer / Guarantor / Signature Date
 Authorised User of Hellenic Electronic Banking Services

Consent for receiving information or promotional or advertising material from the Bank / the other companies of the Group

I hereby declare that I consent in receiving informational or promotional or advertising material from all the companies of the Group.

_____ / ____ / ____
 Name and I.C. Number of Applicant / Customer / Guarantor / Signature Date
 Authorised User of Hellenic Electronic Banking Services