

PRIVACY NOTICE

For the processing of personal data for remote reservation of a branch visit

Citadele

Effective from March 12, 2025

We, AS "Citadele banka," have developed this privacy notice to inform you about the data we process, why we process it, and how we protect it for the remote reservation of in - person branch visits.

This information is provided in accordance with the European Parliament and Council Regulation (EU) 2016/679 (April 27, 2016) on the protection of natural persons concerning personal data processing and the free movement of such data (hereinafter referred to as the Regulation), as well as in compliance with the European Union and Latvian laws, financial sector and supervisory authority recommendations, and best practices.

Who will process your data

Your data will be processed by AS "Citadele banka," registration number 40103303559, address: Republikas laukums 2A, Riga, Latvia, LV-1010.

If you have any questions about data processing, you can contact us by calling +371 67010000, writing to the email address info@citadele.lv or gdpr@citadele.lv, reaching out our appointed Data Protection Officer.

For what purposes, what data, on what basis we process and how long we store it

Purpose of data processing	Types/categories of data processed	Legal basis for processing	Data storage period
Remote reservation of a branch visit Customers can remotely book a visit to Citadele branches, as well as Citadele can more efficiently plan the workload of employees and branches.	Name, surname, phone number, email address, date and time of the planned visit.	Legitimate interests to provide you with the opportunity to remotely book a visit to the Citadele branch, as well as to allow us to more efficiently plan the workload of employees and branches.	60 days from the date of booking the visit.
Handling complaints related to reservations and branch visits.	Name, surname, phone number, email address, date and time of the planned visit.	Legitimate interests – to resolve disputes related to reservations and branch visits.	60 days from the date the complaint is resolved.

Who we share your data with

Your data will be processed for the above purposes by authorized Citadele employees and the information system service provider's employees.

We do not transfer your data outside the European Union or the European Economic Area.

After the data retention period expires, we ensure data deletion.

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What are your rights regarding the data processing we perform

When processing your data, we ensure that you have the following rights, which can be exercised by submitting a written request in free form:

Access Your Data	<p>You have the right to receive from us:</p> <ul style="list-style-type: none">• confirmation of whether we process your data,• detailed information about your data processing to ensure that the data is accurate and processed in accordance with the law. <p>If you wish to access your data, please specify the time and the data you want to receive. You have the right to know what data we hold about you, why we process it, how we obtained it, to whom it has been disclosed, and how long it will be stored. You may also request a copy of your data.</p> <p>To help us process your request more quickly, please specify the shortest possible time and describe precisely which data and information you wish to obtain.</p> <p>Please note that we may not be able to provide information if prohibited by law, for example, when data is shared with law enforcement authorities (police, prosecutor's office, court, etc.).</p>
Correct data	<p>If you believe that the data we hold is inaccurate or incomplete, please let us know:</p> <ul style="list-style-type: none">• specify the corrections needed,• we may request documents to verify the necessary changes.
Delete data	<p>You may request the deletion of your data if you believe that:</p> <ul style="list-style-type: none">• it is no longer necessary,• it is not being used for its intended purposes. <p>We will also delete your data from our cooperation partners unless it is necessary for the purposes for which it was processed or if the law requires a longer retention period.</p> <p>Please note that fulfilling a deletion request may not always be possible, for example if the data is needed to comply with legal requirements or for proceedings.</p>
Restrict data processing	<p>You may request to restrict the processing of your data if:</p> <ul style="list-style-type: none">• You contest the accuracy of the data (the restriction will apply until the accuracy is verified).• You believe the processing is unlawful but prefer to restrict rather than delete the data.• We no longer need your data, but you require it to exercise or defend your legal rights.• You object to data processing based on our legitimate interests. We will reassess whether, considering your objection, we need to continue processing your data. <p>If data processing is restricted, we will only use the data for specific purposes, such as defending protecting our legal rights.</p>
Transfer data	<p>The data provided by you, either with your consent or under a contract, may be transferred. Data processed automatically can also be transferred. You can use this data personally, or, upon your request, we will transfer it to another service provider, provided there are no obstacles.</p> <p>When transferring data, it is important to consider that it may include third-party information. The transfer of such data must be carefully evaluated with respect to the rights and freedoms of those third parties.</p> <p>To speed up the request, please specify the exact data and information you wish to transfer.</p>
Object to data processing	<p>You may object to the processing of your data if it is conducted based on legitimate interests. We will review your objections and assess the necessity of continuing the data processing.</p> <p>We will need to continue processing your data if it is necessary to comply with the law or to protect our legal rights.</p> <p>You will not be able to exercise the right to object to the processing of your data if you have given your consent to the data processing, if data processing is necessary for the performance of a contract, or if we are required to process the data to comply with the law.</p>

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How to submit a request regarding data processing and how we will ensure the request is handled

How can you submit a request?	What will be the deadline for reviewing the request?	What will be the fee for reviewing the request?	How will we provide a response to the request?
<p>In writing, in free form:</p> <ul style="list-style-type: none">• in person – by visiting the bank and presenting an identity document (passport or ID card), or a power of attorney if acting on behalf of someone else,• by email – by sending a request signed with a secure electronic signature,• via online banking.• through the mobile app.	<p>We will review your request:</p> <ul style="list-style-type: none">• no later than within 1 month from the date of receipt,• if the request is extensive or complex, we may need an additional 2 months. We will inform you about the extension and the reasons for it.	<p>You can receive a response to your request:</p> <ul style="list-style-type: none">• free of charge,• if you submit a repeated request and we determine that it is unfounded or excessive, we may apply a fee or refuse to fulfil the request. The fee will cover the costs of processing the information and the work of our employees. If a fee is required, we will inform you in advance.	<p>You can receive a response to your request:</p> <ul style="list-style-type: none">• in person, by visiting the bank and presenting an identity document (passport or ID card), or a power of attorney if acting on behalf of someone else,• via email, by receiving a password sent via SMS to access the document,• through online banking,• via the mobile app.

What should you do if you think your data rights have been violated

We process your data in accordance with regulations, European Union and Latvian laws, financial industry recommendations, and best practice guidelines. If you believe we have violated your privacy rights, you have the right to file a complaint:

AS "Citadele banka"

Address: Republikas laukums 2A,

Riga, Latvia, LV-1010

Phone: +371 67010000

Email: info@citadele.lv

Data Protection Officer's email: gdpr@citadele.lv

Data State Inspectorate

Address: Elijas iela 17, Riga, LV-1050

Email: pasts@dvi.gov.lv

Phone: +371 67223131

Website: www.dvi.gov.lv

How will we ensure up-to-date information about the processing of your data

To ensure you are always informed about how your data is being processed, we regularly review and update this privacy notice. Therefore, we encourage you to periodically check the latest privacy notice on our website. If there are significant changes, we will notify you one month before they come into effect.