



# Privacy Statement for Customers

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## **Introduction**

You share all kinds of personal data with Rabobank Asia (i.e. Rabobank branches in China, Hong Kong, Singapore and India) without noticing it. This Statement provides information on how Rabobank Asia approaches processing your personal data. This is clarified through examples that make it easier to understand.

## **What does processing of 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. Information relating to a sole trader, commercial partnership or professional partnership (as applicable) 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 Asia 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 Asia 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 Asia expect from businesses and organizations?**

If your business or organization transfers any personal data concerning employees, executive directors or ultimate beneficial owners (UBOs) to us, we expect your business or organization to inform them about this and obtain their consent for this purpose to the extent if mandatory under local law. We also collect personal data of employees or executive directors not being provided by your company or organization via the public domain. 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 Rabobank Asia.

Personal data may be shared within Rabobank Group to the extent that this is permitted by law. When sharing data within Rabobank Group, we comply with the rules that we have agreed within Rabobank Group, the Rabobank Privacy Codes (including its local addendums). These rules describe how Rabobank Asia deals with personal data.

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

<i>Types of data</i>	<i>What kinds of data might be involved?</i>	<i>Examples of how Rabobank Asia uses the data</i>
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
Information relating to or used for agreements	Information about your financial situation, the products you have, your investment profile and information used for obtaining finance.	To assess whether a product is suitable for you.
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 bank account number entered matches the name that is specified in a payment instruction.</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>• To identify payment arrears early.</li> </ul>

<i>Types of data</i>	<i>What kinds of data might be involved?</i>	<i>Examples of how Rabobank Asia uses the data</i>
Special categories of personal data, criminal data and national identification number.	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.	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. 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. We may use biometric data to identify you.
Recorded calls, conversations with Rabobank Asia employees, recordings of video chat and online chat sessions, video surveillance, record of e-mails and social media	<ul style="list-style-type: none"> <li>• Conversations we have with you, and you have with us, by telephone, online chat and video 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 and video 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> </ul>

<i>Types of data</i>	<i>What kinds of data might be involved?</i>	<i>Examples of how Rabobank Asia uses the data</i>
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 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 external parties e.g. Chamber of Commerce</li> <li>• Businesses to which you have given consent to share your data (e.g. other banks and 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>•</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 (if applicable).</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 our local regulators and other parties to which Rabobank Asia is required to report to</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>• We provide information to the intermediary to keep you informed of the progress of your loan.</li> <li>• You may also ask us to share specific data with a third party.</li> <li>• In the context of joint transaction monitoring, we can share data with other banks to combat fraud, money laundering and terrorist financing.</li> </ul>

<i>Types of data</i>	<i>What kinds of data might be involved?</i>	<i>Examples of how Rabobank Asia uses the data</i>
Data we require to combat fraud, to ensure your security and ours, and to prevent money laundering and the financing of terrorism	<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 Asia 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 location information and transaction data in order to monitor payments to prevent fraud, money laundering and terrorist financing.</li> <li>• We may use your IP address, device details and cookies to combat online fraud and botnets.</li> </ul>

## 5. How does Rabobank Asia receive your personal data?

We receive your personal data because you provide it to us yourself. Examples include data when you enter into an agreement with us, data you enter on our website so 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 Asia 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.
- C. suppliers or other parties we work with.
- 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 Asia 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 Asia and the violation of your privacy. Our interests are, for example, the following:

- We protect our own financial position.

- 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 ensuring that our customers are financially healthy. We therefore take measures to help you with this. We also try to timely signal that you may have payment problems.
- We have an interest in direct marketing and we want to 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:

- Making telephone and image recordings in order to combat fraud and to improve the quality of our service. Both when you call us and when we call you. This helps us to train, coach and assess employees properly. And also to provide any required evidence.

#### **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 perform research to assess whether we can accept you as a client. When you become a client, we establish your identity for almost all our products to 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 Asia (the internal referral register) and the financial sector (the external referral register)
- 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.
- 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 the applicable laws and regulations to which Rabobank Asia is subject to.
- If necessary, we will calculate a credit score from you. For this we use for example, your balance data or the number of times a direct debit is reversed (reversal). We can also see if you use your credit and how much you use. We are required to use these credit scores when deciding whether or not to grant you credit, to calculate the price you have to pay in the case of business financing and to identify

payment arrears early. The decision whether or not to grant you credit and to determine pricing is not made fully automated. Also when identifying early payment arrears, automatic decision-making does not take place.

## **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 Asia, 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 may also process such data where this is necessary to conclude the agreement. In any event, we will obtain your consent to process your personal data as it is mandatory under the local laws applicable to Rabobank Asia.

### **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. We can make use of third parties who ensure that the debits and credits are processed into the correct account.
- 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.
- If, for example, you are applying for a loan or you want to invest, then when assessing the application we can also include information about other products that you have with us..
- 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.
- In our role as an intermediary acting for other service providers, 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 (as applicable)).

### **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 our incident registers and warning systems of Rabobank Asia (the internal referral register) and those of the financial sector (the external referral register and the register maintained by the mortgage fraud prevention foundation).

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.

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.

## **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 or are there other (fraud) indicators, this may form grounds for suspending or blocking 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. We can also use the transaction data to - together with other banks - combat money laundering and terrorist financing. 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. 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 Asia, the financial sector or our clients and employees.

#### **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 our products and services on an ongoing basis. We do this for ourselves, our clients and 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 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. Or by making use of your transaction data, reversals or other data that can help prevent early payment arrears. If we 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 Asia.

### **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.

#### **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 directly obtained from you, such as payment data, or information we have indirectly obtained via cookies, for example 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 of Rabobank Asia or other third parties that might be of interest to you. We will not share your information with a third party in this context, unless you ask us and you give us permission.
- 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.

### **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.

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

If you have contact with us 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.

## **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 (non) European and other government authorities. We must comply with local laws and legislations to which Rabobank Asia is subject to 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. 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 can collaborate with other banks in this respect.

We may receive requests for data from the local regulators and authorities to which Rabobank Asia reports to 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. We can also enter into partnerships with, for example, the police and the public prosecutor to combat (large-scale) fraud, money laundering and terrorist financing.

### **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 Asia 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 before we offer you a credit. We also use these models when determining the price for business financing, 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 jurisdiction in which a branch of Rabobank Asia is located. As we have to comply with legal obligations and treaties, we sometimes have to provide data relating to you to the 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.

### **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. 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 our internal and external audits and investigations or a third party that we engage, 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 and to build management reports. We also have to validate the models we use. Where possible, we will 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.

### **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. Sometimes we do this together with research institutes or universities. Where possible, we will 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 Asia, the financial sector or our clients and employees.

## **7. How long does Rabobank Asia 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. A data retention policy specifies how long we keep data. 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 4 weeks.

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, 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, to use in the event of legal proceedings, or for historic or scientific research purposes or statistical purposes.

## **8. Does Rabobank Asia also process special categories of personal data, information about criminal convictions and personal identity numbers?**

Special categories of personal data, information about criminal convictions and personal identity numbers 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 participate 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 our interests and that 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 Asia.

## **9. Does Rabobank Asia 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 Asia, 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 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 Asia for this.

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

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

This Privacy Statement describes what Rabobank Asia does with your data. In certain cases, we provide additional or different information. For example, if Rabobank Asia 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 Asia 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 (if applicable)**

You have the right to request that we stop using your data for direct marketing purposes. It may be the case that your objection only 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 offerings per e-mail. 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 Asia 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. How do you make use of your rights?**

Have you made a request to us? Then we will answer this within one month after we have received the request.

We can ask you to further specify your request for access. For example if you ask us to for access to call recordings. We can ask you for search keys such as time and the phone number from which the call was made. In highly specific cases we can extend the period within which we respond to a maximum of three months. In the meantime we will keep you informed about the progress of your request.

We can ask you to come to the bank to identify yourself when you make a request with us. For example, when using the right to access and data portability. We want to make sure that we provide your information to the

right person. For example, we will ask you to come to the bank to validate your identity. Sometimes we may be in doubt whether we can send the data to you safely. In these cases, we can also ask you to come to the bank to collect your data.

We may not comply with your request. For example, because the rights of others would be violated, or because this is not allowed by law or the police, the public prosecutor or another government agency. Or because we have made a trade-off in which the interests of Rabobank or others to process the data take precedence. In this case we will let you know. Do we change your data? Or do we delete your data at your request? Then we will also let you know. And where possible, we also inform other recipients of your information about this.

Notwithstanding anything stated in this Privacy Statement, you agree and acknowledge that withdrawal of consent will not prevent Rabobank Asia from disclosing your information:

- (a) solely at the request of any regulator, law enforcement authority, judicial authority, tax authority or other government agency; or
- (b) solely in accordance with the requirement of any law, regulation, rule, circular, notification, judicial order, judgement or other legal requirement.

#### **15. Do you have a complaint concerning the processing of your personal data?**

Do you have a general question about the processing of personal data. Or do you have a complaint about this? Let us know what your question or complaint is and we will look for a solution together. Contact the data protection officer via [l.hk.hongkong.Compliance@rabobank.com](mailto:l.hk.hongkong.Compliance@rabobank.com) to submit a complaint.

#### **16. For what purposes can I contact the Data Protection Officer?**

Are you dissatisfied with the way in which your question or complaint has been handled by us? Then you can contact the data protection officer, who can be reached via [l.hk.hongkong.Compliance@rabobank.com](mailto:l.hk.hongkong.Compliance@rabobank.com). You can also ask questions or submit a complaint to the Data Protection Authority.

#### **17. 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 [\[Insert link to privacy statement\]](#).