

**Information notice concerning the processing of personal data****- Telephone calls -***1. Data concerning the personal data controller*

First Bank S.A. (hereinafter called "Controller or Bank"), a Romanian legal entity with the registered address in Sos. Nicolae Titulescu nr. 29-31 (29-31, Nicolae Titulescu Ave.), sector 1, Bucharest, Unique Registration Code 7025592, registered in the Companies Registry under no. J40/1441/27.02.1995 and in the Credit Institutions Registry under no. RB-PJR-40-026/18.02.1999, which, as personal data controller, processes your personal data, according to the General Data Protection Regulation no. 679/2016 ("GDPR"), to the Law 506/2004 concerning the processing of personal data and protection of private life in the electronic communications sector, as well as to the other applicable legal regulations, in good faith and in order to meet the purposes presented in this Information Notice.

*2. Categories of personal data*

First Bank processes the following personal data belonging to you, as person concerned: name, surname, contact/correspondence address, e-mail address, telephone number, last four digits of the card and date of its expiry, as well as other data that you may provide us during the telephone call.

*3. Legal grounds and purpose of the processing of the personal data*

The personal data shall be processed for the following purposes:

- in order to record the call, based on your consent, according to art. 6 letter a) in the GDPR;
- in order to update your data existing in the First Bank database, according to art. 6 paragraph 1 letter b) (for the execution of the contract), and according to art. 6 (1) letter f) in the GDPR (legitimate interest);
- in order to send to the postal address indicated by you the First Bank cards, to send the PIN code via SMS or courier and to provide access to your internet/mobile banking services, as the case may be, based on art. 6 (1) lit. b) in the GDPR (for the execution of a contract in which the person concerned is a party or to take action upon the request of the person concerned before signing a contract), as well as based on art. 6 (1) letter f) in the GDPR (legitimate interest), as the case may be;
- in order to meet the legitimate interest of First Bank in terms of proving the interaction with you and to provide the means to confirm, exercise or defend the rights of the bank in court, based on art. 6 (1) letter f) in the GDPR.

According to the provisions of the Law 506/2004 concerning the processing of personal data and protection of private life in the electronic communications sector, First Bank informs you at the beginning of the call that it will be recorded and continues based on your consent.

*4. Need for processing*

If First Bank does not process the data according to this Information Notice, First Bank cannot use them for the purposes indicated under point 3 above. If you do not agree for the call to be recorded, you can visit First Bank branches for the above-mentioned purposes.

*5. Recipients of the personal data*

First Bank may disclose the personal data to:

- First Bank representatives, First Bank contractual partners (such as suppliers of postal services, suppliers of IT services, lawyers, consultants, accountants, censors and auditors, suppliers of physical and/or electronic archive services or other suppliers of services, under the obligation to keep the data sent confidential);
- state authorities, according to their competences and to the applicable law, such as: the National Bank of Romania, courts, central and local public authorities, judicial executors.

The data sent to third parties shall be adequate, pertinent and non-excessive against the purpose for which they have been collected.

## *7. Transfer of the personal data*

Your personal data shall not be transferred outside the EU/European Economic Area.

## *8. Duration of keeping the personal data*

First Bank shall process the personal data for a period of five years since the termination of the business relation with you, according to the legal obligations concerning money laundering and fighting terrorism.

## *9. Security of the personal data*

The controller processes your personal data in conditions of legitimacy, implementing at the same time adequate technical and organizational measures to ensure the integrity and confidentiality of the data, according to art. 25 and art.32 in the General Data Protection Regulation.

## *10. Rights of the person concerned*

As person concerned, you benefit from the following rights under articles 15-22 in the General Data Protection Regulation, i.e. right of access to data, right to rectification of the data, right to erasure of the data (“right to be forgotten”), right of restriction of processing of data, right to portability of the data, right to object the processing of the data, right to be exempted from a decision based exclusively on automated data processing, right to lodge a complaint at the National Supervisory Authority for Personal Data Processing or in court. At the same time, as person concerned, you have the right to withdraw your consent for the processing of your data, whenever processing is based on your consent (art. 6 letter a) in the GDPR). In this case, the withdrawal of your consent does not affect the legality of the processing based on your consent before such withdrawal.

At the same time, we inform you that the personal data this Information Notice refers to are not object of automated decision-making processes, including creation of profiles.

In order to exercise these rights, you can send a written request to the Bank, dated and signed, to the address Sos. Nicolae Titulescu nr. 29-31, Sector 1, Bucharest, or via e-mail to [office@firstbank.ro](mailto:office@firstbank.ro). The bank shall answer within one month, in the conditions provided by the General Data Protection Regulation. The data protection officer may be contacted at the postal address: Sos. Nicolae Titulescu nr. 29-31, Sector 1, Bucharest or via e-mail at [dpo@firstbank.ro](mailto:dpo@firstbank.ro).