

Information note regarding the protection of personal data
- handling information requests, notifications and complaints –

1. Data regarding the operator of personal data

First Bank S.A. (hereinafter referred to as "the Operator"), processes the personal data, as operator of personal data in accordance with the provisions of Regulation (EU) no. 679 of April 27 2016 regarding the protection of natural persons with regards to the processing of personal data and regarding free movement of these data and the repeal of Directive 95/46 / EC ("General Data Protection Regulation" or "GDPR") and other legal regulations applicable in the matter, in good faith and in the implementation for the purposes specified in this Regulation.

2. Categories of personal data

The operator will process the following personal data: last name, first name, e-mail address, phone number, any other possible data you provide us when sending information requests, the personal data that the Bank must analyze in order to respond to your request (including, if applicable, data regarding the services you benefit of), as well as information regarding your person which we communicate to you in response.

3. The purposes and legal bases of the processing of personal data

The Bank processes the personal data in order to investigate the aspects reported by you and to be able to reply to your request.

In certain situations, and especially in the situation where you request information regarding the Bank's services and products, a representative of the Bank can call you at the phone number you provide to us in the online form on the website or via e-mail.

The legal basis of the processing is art. 6 paragraph 1, letter f) of the GDPR, i.e the legitimate interest of the Bank as well as yours, respectively.

4. Need for processing

In the absence of processing the personal data, the Bank could not respond to your requests information, and, respectively, could not investigate your complaints and notifications.

5. Data source

Personal data are collected directly from you, by filling in the forms available on the website or with the transmission of your requests, notifications or complaints to the bank's contact addresses (by e-mail or post).

6. Recipients of personal data

The Bank may disclose personal data to:

- representatives of the Bank, contractual partners of the Bank (such as, lawyers, consultants, accountants, censors and auditors, IT service providers, physical and / or electronic archiving services or other service providers, kept by the obligation of confidentiality regarding the data transmitted);

- State authorities, according to their competences and the applicable legislation, such as: National Bank of Romania, courts, central and local public authorities, judicial enforcement offices.

The data transmitted to third parties will be adequate, relevant and non-excessive in relation to the purpose for which they were collected.

7. Transfer of personal data

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

8. Duration of retention of personal data

The Bank will process your personal data for a period of 3 years from the date you are notified of the answer, except where your data is processed for other purposes, in connection with which you were notified and / or the situation in which their processing is necessary for the purpose of establishing, exercising or defending certain rights of the Bank in court.

9. Security of personal data

The Operator processes your personal data under conditions of legitimacy, implementing also adequate technical and organizational measures to ensure data integrity and confidentiality, according to art. 25 and art. 32 of the General Data Protection regulation.

10. The rights of the data subject

As a data subject, you benefit from the following rights provided by articles 15-22 of General Data Protection Regulation, as follows:

- The right of access to data, according to art. 15 of the GDPR - the right to obtain from the data Operator confirmation that the personal data that concern you are processed or not by him;
- The right to rectify the data, according to art. 16 of GDPR - the right to obtain the rectification of the data inaccuracies that concern you, as well as the completion of incomplete data;
- The right to delete data ("the right to be forgotten"), according to art. 17 of the GDPR - the right to obtain, provided that the legal conditions are fulfilled, the deletion of personal data concerning you;
- The right to restrict data processing, according to art. 18 of the GDPR - the right to limit, provided that the legal conditions are fulfilled, the subsequent processing of personal data that pertains to you;
- The right to object, according to art. 21 of GDPR - the right to oppose at any time, for reasons well-founded and legitimate in relation to your particular situation, that personal

data concerning you to be the object of processing, provided that the legal conditions are fulfilled;

- The right to address the National Authority for the Supervision of the Processing of Character Data and the right to go to court.

We also inform you that personal data processed for the purpose of processing information requests, notifications and complaints are not subject to automated decision-making processes, including the creation of profiles.

In order to exercise the above mentioned rights, you can address the Bank with a written, dated and signed request, sent to address Sos. Nicolae Titulescu no. 29-31, Sector 1, Bucharest, or by email at office@firstbank.ro. The bank will reply to you within a maximum of one month, under the conditions provided by the General Data Protection Regulation. The Data Protection Officer can be contacted at the postal address: Sos. Nicolae Titulescu no. 29-31, Sector 1, Bucharest or by e-mail dpo@firstbank.ro.