

# Danske Bank A/S, London Branch privacy notice

Effective from 9 January 2023

## 1. Introduction

This privacy notice applies to the processing of personal data by Danske Bank A/S, London Branch. Danske Bank is the data controller for the processing of the personal data comprised by this privacy notice. Contact details: Danske Bank A/S, London Branch, company number: FCO11846, 4<sup>th</sup> Floor, 75 King William Street, London EC4N 7DT.

In the course of our business, we process information about you (personal data).

This privacy notice applies to individuals who are connected with a business, corporate or institutional customer of Danske Bank (collectively referred to in this privacy notice as a business customer). You may be an authorised signatory, a beneficial owner, a director, an employee, a guarantor, a chargor or another third party connected with a business customer.

This privacy notice sets out how and why Danske Bank processes your personal data and protects your privacy rights.

## 2. What personal data do we process?

Depending on your connection with our business customer, we process different types of personal data, including

- personal details such as your name, social security number or other national ID number and proof of identity such as a copy of your passport, driver's licence and birth certificate
- contact information, including your address, telephone number and email address
- information about your education, profession, work, knowledge and experience
- details about the services and products we provide to you, including accounts, cards and access rights
- how you use our services and products and your preferences in relation to them
- digital information related to your use of our websites, platforms and digital applications, including, traffic data, location data, behavioural data and other communication data, e.g. by using cookies and similar technology on our website
- information about the devices you use to access our websites as well as technical information, including the type of device and operating system
- information provided by you about preferences for various types of marketing and events

- information about your visits to our offices, including video surveillance
- telephone conversations with you.

We process other personal data as necessary to provide you with specific products or services or if we are required by law to do so.

## 3. What we use your personal data for

Danske Bank may process your personal data for any of the following purposes, depending on the capacity in which you interact with us:

- For potential customers to be able to offer relevant products and services, and, if they choose to accept one or more of our products or services and become a customer, for onboarding purposes in relation to identification and verification for anti-money laundering purposes.
- Customer services and customer relationship management, including advice, administration, management of employee corporate cards, recovery of outstanding debt, handling of complaints and to make information available to

service providers authorised to request information about you.

- Communicating with you about your products and services for legal, regulatory and servicing purposes.
- To improve, develop and manage our products and services and setting fees and prices for our products and services, including using data analytics and statistics to improve products and services and to test our systems as well as to develop, train and test models.
- Fraud detection, including the processing of behavioural data to detect and prevent fraudulent activity in your accounts in order to identify unusual, atypical or suspicious use, as well as registration of cards such as Mastercards on relevant lists of blocked cards.
- To enable Danske Bank or third parties to pursue statistical, scientific and research purposes as part of research projects or similar, including anonymisation of personal data for such purposes.
- Marketing of our services and products, including marketing on behalf of other entities of the Danske Bank Group, if we have your permission for this or are allowed such marketing by law. We use cookies and similar technology on our website and in our digital apps, including for marketing via digital channels and social media platforms such as Facebook. Please refer to our cookie policy for further information.
- To comply with applicable law and for other regulatory, administrative and compliance purposes, including identification and verification according to anti-money laundering legislation, risk

management, and prevention and detection of money laundering, fraud and other types of financial crime. In relation to anti-money laundering, identification data is collected and verified at regular intervals during our business customer's relationship with us as required by law.

- To check, test and monitor our compliance with internal company policies and rules, regulatory and legislative requirements, e.g. in relation to data protection, financial crime or market integrity.
- Security, including the use of video surveillance of the front of buildings, the entrance to our branch, reception and customer areas.

#### 4. What is our legal basis for processing your personal data?

We must have a legal basis (lawful reason) to process your personal data. The legal basis will be one of the following:

- You have given us consent to use your personal data for a specific purpose.
- You have entered into or are considering entering into an agreement with us for a service or product.
- To comply with a legal obligation, for example, in accordance with the
  - Money Laundering Regulations
  - Criminal Finances Act
  - Financial Services & Markets Act
  - Bribery Act
  - Terrorism Act
  - Proceeds of Crime Act
  - Market Abuse Regulation<sup>1</sup>

or where directed by the court or one of our regulators.

- It is necessary to pursue Danske Bank's or another third party's legitimate interest. For example, if Danske Bank or the business customer that you have a connection with has a business or commercial reason, such as administration of the services and products that the customer has requested, to give you the required access to digital services, for documentation and security purposes, to prevent and detect money laundering, to prevent and detect fraud, abuse and loss, to strengthen IT and payment security and for direct marketing purposes. We will do so only if our legitimate interest in each case is not outweighed by your interests or rights and freedoms.

#### 5. Sensitive personal data

Some of the information we hold about you may be sensitive personal data (also known as special categories of data).

##### Types of sensitive personal data

In particular, we may process the following types of sensitive personal data:

- Information about your health and your genetic background, for example inherited health qualities
- Biometric data, for example via facial recognition technology
- Information about your religious or philosophical beliefs
- Information about your political opinions

<sup>1</sup> as incorporated into UK law pursuant to the Market Abuse (Amendment) (EU Exit) Regulations

We also process sensitive personal data that may appear in budget information you give us and transactions you ask us to execute.

#### **Purposes for processing sensitive personal data**

We will process sensitive personal data only when we need to, including

- for the purpose of a product or service we provide to you or the business customer that you have a connection with
- for identification and verification purposes
- for the prevention and detection of money laundering and other types of crime, including for fraud prevention and detection purposes
- to comply with legal requirements that apply to us as a financial institution

#### **Legal basis for processing sensitive personal data**

We may process sensitive personal data about you on the legal basis of

- your explicit consent,
- the establishment, exercise or defence of legal claims, or
- substantial public interest.

### **6. How do we collect the information we have about you?**

#### **Personal data collected from you**

We collect information directly from you or by observing your actions, including when you

- fill in applications and other forms for ordering services and products
- submit specific documents to us

- participate in meetings with us, for instance as a representative of the business customer that you have a connection with
- talk to us on the phone
- use our website, mobile applications, products and services
- participate in our customer surveys or promotions organised by us
- communicate with us via letter and digital means, including e-mails, or social media

Electronic communication recording and monitoring, including voice recordings: We are obliged to monitor and store all electronic communications related to investment services, for instance when we chat, email or speak on the phone with you or your representative. We store this information for as long as we are legally required to. Incoming and outgoing calls may be recorded, listened to and stored for compliance with these regulatory requirements but also for documentation purposes.

#### **Cookies**

We use cookies and similar technology on our websites and in our digital apps. When you first enter one of our websites or download our apps, we set cookies that are needed to enable you to use our services (necessary cookies). If you consent to additional cookies, such as functional, statistical and/or marketing cookies, we will set cookies according to your choice to measure, analyse and improve the use and performance of our products and services and to send you relevant marketing messages.

Some of the marketing cookies are owned by third parties, e.g. Facebook or Google. We continue to be responsible for third party use of your data which is processed for our benefit (shared data controller responsibility). We refer to our cookie policy for further information.

#### **Personal data collected from third parties**

We receive and collect data from third parties, including from

- The business customer that you have a connection with.
- Shops, banks and payment and service providers when you use District or other payment services. We process the data to execute payments and prepare account statements, payment summaries and the like.
- Asset managers when we provide trade reports to their customers.
- Credit rating agencies and warning registers. We process the data to perform credit assessments. We update the data regularly.
- Other entities of the Danske Bank Group if we have your consent, for example to provide you with better customised products and services.
- Other entities of the Danske Bank Group if existing legislation allows or requires us to share the information, for example if it is necessary to comply with group-based management, control and/or reporting requirements established by law, or the sharing of notifications to the National Crime Agency in accordance with anti-money laundering legislation.
- External data processors, business partners (including correspondent banks and other banks) and vendors if permitted under existing legislation, for example to provide you with a service or product provided by an external business partner you have signed up for, to enable our customers to use banking services abroad, or to prevent and detect money laundering, fraud, abuse and loss.

## 7. Third parties that we share your personal data with

We will keep your information confidential but we may share it with the following third parties (who also have to keep it secure and confidential):

- Other entities of the Danske Bank Group if we have your consent, for example to provide you with better customised products and services.
  - Other entities of the Danske Bank Group if existing legislation allows or requires us to share the information, for example if it is necessary to comply with group-based management, control and/or reporting requirements established by law, or the sharing of notifications to the National Crime Agency in accordance with anti-money-laundering legislation.
  - Service providers authorised as an account information service, payment initiation service or card-based payment instrument provider, when the service provider duly requests information about the account belonging to the business customer with which you are connected.
  - Guarantors, individuals holding a power of attorney, lawyers, accountants or others you have authorised us to share the information with.
  - External data processors, business partners (including correspondent banks and other banks) if we have your consent or if permitted under existing legislation, for example to prevent and detect money laundering, fraud, abuse and loss.
  - Our suppliers, including lawyers, accountants, consultants and courier services.
  - Data processors, including other units of the Danske Bank Group and IT service providers who may be located outside the UK, such as Danske Bank India.
- Social media companies, such as Facebook.
  - Public authorities as required by law or according to court orders or requests from the police, the bailiff or other authorities. This could include the National Crime Agency.
  - Regulators, such as the Prudential Regulation Authority and the Financial Conduct Authority, law enforcement agencies and authorities in the UK and other countries in connection with their duties.
  - Credit rating agencies. If you default on your obligations to Danske Bank, we may report you to credit rating agencies and/or warning registers in accordance with applicable law.
  - For social and economic research or statistics purposes, where it is in the public interest.

## 8. Transfers outside the UK

Some third parties that we share personal data with may be located outside the UK.

When Danske Bank transfers your personal data to third parties outside the UK, we ensure that your personal data and data protection rights are subject to appropriate safeguarding by

- ensuring that there is an adequacy decision by the United Kingdom government, or
- using standard contracts approved by the Information Commissioner's Office.

You can get a copy of the standard contract by contacting us (see contact details in section 13).

## 9. Profiling and automated decisions

### Profiling

Profiling is a form of automated processing of your personal

data to evaluate certain personal aspects relating to you to analyse or predict aspects concerning for example, your economic situation, personal preferences, interests, reliability, behaviour, location or movements.

We use profiling and data modelling to be able to offer you specific services and products that meet your preferences, prevent money laundering, determine prices of certain services and products, prevent and detect fraud, evaluate the likelihood of default risk and value assets and for marketing purposes.

### Automated decision-making

With automated decision-making, we use our systems to make decisions without any human involvement on the basis of the data we have about you. Depending on the specific decision, we might also use information from public registers and other public sources.

We use automated decisions for example to approve loans and credit cards, to prevent and detect money laundering and to prevent and detect fraud. Automated decision-making helps us make sure that our decisions are quick, fair, efficient and correct, based on what we know.

In relation to the prevention and detection of money laundering, we perform identity and address checks against public registers and sanctions checks.

In relation to fraud prevention and protection, we do our best to protect you and your account against criminal or fraudulent activity by monitoring your transactions (payments to and from your account) to identify unusual transactions (for example, payments you would not normally make, or that are made at an unusual time or location). This may stop us from executing a payment that is likely to be fraudulent.

You have rights relating to automated decision-making. You can obtain information about how an automated decision was made. You can ask for a manual review of any automated decision. Please see section 11, “Your rights” and “Automated decision-making”.

#### 10. For how long do we store your personal data?

We keep your data only for as long as it is needed for the purposes for which your data was processed. The data will subsequently be deleted or irreversible anonymised.

When your relations with us have terminated, or when the business relationship with the business customer that you have a connection with has terminated, we normally keep your data for another 5 or 7 years. This is due primarily to our obligations under the Money Laundering Regulations and requirements from the Financial Conduct Authority. In certain circumstances, we keep your information for a longer period of time. This is the case, for example

- if your personal information forms part of the calculation of our capital requirements, then we may keep your information for up to 20 years
- if the applicable limitation period is 12 years, then we may keep your data for up to 12 years
- if required due to your connection with our business customer
- if retention is required due to other regulatory requirements

If the business you are connected with as a potential customer has asked for a loan offer or another product or service, but has been refused the offer and does not become a customer, personal data will normally be stored for six months, but may for some purposes be stored longer to comply with other legal obligations, for example under the Money Laundering Regulations.

Surveillance videos are deleted 30 days after they were made in accordance with applicable law. In certain circumstances, and in connection with a specific case, the information may be stored for a longer period.

#### 11. Your rights

Your rights in relation to personal data are described below. To exercise your rights, you can

- contact us on our main telephone number (+44 20 7410 8000)
- contact your adviser directly if you have one

See section 13 for more information on how to contact Danske Bank about data protection.

##### Right to access your personal data

You may request access to the personal data we process and information about where it comes from and what we use it for. You can obtain information about the period for which we store your data and about who receives data about you, to the extent that we disclose data in the UK and abroad. Your right of access may, however, be restricted by legislation, protection of other persons’ privacy and consideration for our business and practices. Access to video surveillance may be restricted due to the prevention, investigation, detection or prosecution of criminal offences or the execution of criminal penalties, including the safeguarding

against and the prevention of threats to employees. Our know-how, business secrets as well as internal assessments and material may also be exempt from the right of access.

You can make an access request by contacting us on our main telephone number (+44 20 7410 8000) or by contacting your adviser directly if you have one.

##### Rights related to automated decision-making

You can obtain information on how an automated decision was made and the effects of the decision, you can express your point of view, you can object to the decision, and you can request a manual review of any automated decision.

##### Right to object

In certain circumstances, you have the right to object to the processing of your personal information. This is the case, for example, when the processing is based on our legitimate interests.

##### Objection to direct marketing

You also have the right to object to our use of your personal information for direct marketing purposes, including profiling that is related to such purpose.

##### Right to rectification of your data

If data is inaccurate, you are entitled to have the data rectified. If data is incomplete, you are entitled to have the data completed, including by means of providing us with a supplementary statement.

##### Right to erasure (‘right to be forgotten’)

You are entitled to have your data erased, if the data is no longer necessary in relation to the purposes for which it was collected.

However, in the following cases, we may or are required to keep your data:

- For compliance with a legal obligation, for instance if we are obliged by law to hold your data for a certain period of time, for example according to anti-money laundering legislation. In such situations, we cannot erase your data until that time has passed.
- For the performance of a task carried out in the public interest.
- For establishment, exercise or defence of legal claims.

#### Restriction of use

If you believe that the data we have registered about you is incorrect or if you have objected to the use of the data, you may demand that we restrict the use of the data to storage until the correctness of the data can be verified or it can be checked whether our legitimate interests outweigh your interests.

If you are entitled to have the data we have about you erased, you may instead request us to restrict the use of the data to storage. If we need to use the data solely to assert a legal claim, you may also demand that any other use of the data be restricted to storage. We may, however, be entitled to use the data for other purposes, for instance to assert a legal claim or if you have granted your consent to this.

#### Withdrawal of consent

Where consent is the legal basis for a specific processing activity, you may withdraw your consent at any time. Please note that if you withdraw your consent, we may not be able to offer you specific services or products. Note also that we will continue to use your personal data, for example to fulfil an agreement we have made with you or if we are required by law to do so.

#### Data portability

If we use data based on your consent or as a result of an agreement and the data processing is automated, you have the right to request a copy of the data you have provided in a digital machine-readable format.

#### 12. Changes to this privacy notice

We may change or update this privacy notice on a regular basis. In case of a change, the "effective from" date at the top of this document will be amended. If changes to how your personal data is processed will have a significant effect on you personally, we will take reasonable steps to notify you of the changes to allow you to exercise your rights (for example to object to the processing).

#### 13. Contact details and how to complain

You are always welcome to contact us if you have questions about your privacy rights and how we process personal data.

You can contact us on our main telephone number (+44 20 7410 8000). You are also welcome to contact your adviser directly.

You can contact our Data Protection Officer by email at [dpofunction@danskebank.com](mailto:dpofunction@danskebank.com).

If you are dissatisfied with how we process your personal data and your dialogue with the Data Protection Officer has not led to a satisfactory outcome, you can contact our complaints handling unit: Danske Bank, Legal Department, 75 King William Street, London EC4N 7DT. You can also lodge a complaint with the UK Information Commissioner's Office (further details are available on [www.ico.org.uk](http://www.ico.org.uk) or by calling 0303 123 1113).