

Categories of personal data which may be processed

Appendix 1

Below are the categories of personal data that we may process. The Privacy Statement explains why we may be able to process these personal details and on what basis.

Category of personal data	Example
Personal Identification	Name, address, city, postcode, email address, telephone number, email address, signature, social media username, customer number, account number
Personal characteristics	Age, sex, date of birth, marital status, nationality, occupation, education, knowledge and experience in financial sector, personal interests, leisure, family composition, relationships, key moments in the life of the customer, memberships
Electronic identifier	IP-address, cookies
Communication data	Captures from face-to-face contacts, contacts via phone, email, app, letter, records of product and service dialogues, records of complaints and enquiries
Financial data	Bank account, securities portfolio, mortgage data, loan data, balances and transactions, income, assets, information on origin of assets, debts, payment arrears, evolution of assets, valuation data, data on securities.
Data on products and services	Products and services sold, interests in products and services
Special personal data	Data referred to in Article 9 of the General Regulation Data Protection
Criminal data	Criminal convictions and offences
Other personal data	User ID and password, citizen service number, national registry number