



Appendix 2: Storage periods

Type of data	Storage period
Personal data relating to customer	Max. twenty years after termination of the relationship
Personal data relating to terminated agreements (relationship with customer not terminated)	Max. twenty years after termination of relevant agreement(s)
Data on payment transactions on payment accounts	Max. twenty years after the transaction date
Data on transactions in mortgages, loans, current account credit, securities, securities credit, bank and other guarantees	Max. twenty years after the termination of the relationship
Personal data of potential customers who have not yet been contacted	Six months after collection
Personal data of potential customers who have indicated that they would like to be contacted	Two years after the last contact moment
Contact details of potential customers who do not want to be contacted anymore	Two years after notification that potential customers have not been contacted
Telephone conversations with customers about investments or financing via fixed and mobile phone, (video) chat	Max. ten years after recording

The above mentioned retention periods can only be extended if, after the expiry of the said retention period, there is an ongoing complaint, procedure or investigation (criminal or supervisory) involving with regard to the (former) relationship. On personal data stored with third parties, the same are mentioned retention periods apply. In our cookie statement you will find the storage periods that are used by the different cookies.



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