



PERSONAL DATA PROCESSING NOTICE

HEAD OFFICE

62-64 Buzesti Street, floor 1, 2 and 4, 1st District, Bucharest, Phone: 021-201.60.00; e-mail: headoffice@procredit-group.com
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HEAD OFFICE

The purpose of this document is to inform you about the approach adopted by ProCredit Bank S.A., as Data Controller, with respect to the processing of personal data during the conduct of its activity and the fulfilment of its scope of business, as well as with respect to data security and personal data processing confidentiality, in compliance with General Data Protection Regulation no. 679/2016 (“**GDPR**”) and with the applicable subsequent data protection legislation. Also, the Information Notice is aimed at answering important questions about the processing of personal data by ProCredit Bank. For this purpose, please read this document carefully.

1. WHO WE ARE

ProCredit Bank S.A. (“the Bank” or “ProCredit Bank”) was established in Romania in the year 2002 and is the only bank in Romania with 100% German shareholding. We offer personalized services and products to small and medium enterprises and private individuals. ProCredit Bank acts as a Data Controller and is located in Bucharest, 62-64 Buzesti Street, 1st, 2nd and 4th floors, 1st District, Romania, registered with Bucharest Trade Registry under no. J40/3762/09.05.2002, Sole Registration Code no RO 14622194, subscribed and paid-in share capital 201,151,690 Lei, registered in the Data Controller Registry under no. 1199, tel. +4021-201.60.00, fax +4021-305.56.63. For further information about ProCredit Bank’s activity, please visit: <https://www.procreditbank.ro/en>

ProCredit Bank is a member of the ProCredit Group which consists of 13 banks. For further information about ProCredit Group’s activity, please visit: <https://www.procredit-holding.com/>.

2. WHAT ARE PERSONAL DATA AND WHAT DATA ARE PROCESSED BY US?

Personal data means any information relating to an identified or identifiable natural person. An identifiable natural person is one who can be identified, directly or indirectly, by reference to such information.

ProCredit Bank processes the following data categories during the conduct of its banking activity:

- Identification data: surname, given name, alias (if applicable), date and place of birth, personal identification number, or other unique identification elements, serial number of the national identity card or of passport, domicile, place of residence (if applicable), telephone number, fax number, e-mail address, citizenship, profession, occupation, employer’s name or type of own activity (if applicable);
- Information about an important public office held (if applicable) and political opinions (exclusively for obtaining information relating to the capacity of publicly exposed persons);
- Information about family situation (marital status, number of children, family relationships with other persons/clients);
- Information about economic and financial situation (data about revenues, data about banking transactions and their history, data about assets held);
- Image (included in the identity documents or captured by the video surveillance cameras installed in the bank’s offices, as well as in the ATMs);



- Voice during telephone call recordings. ProCredit Bank records telephone calls for the purposes of improving the quality of services and telephone calls, as well as for providing proof of request/consent/option with respect to certain banking services/products;
- Signature and, in specific circumstances, fingerprint (for illiterate or visually impaired persons);
- Identification codes given by ProCredit Bank or other financial banking or non-banking institutions, required for the performance of services, such as, but not limited to, IBAN codes of bank accounts, numbers of debit/credit cards, expiry date of cards;
- Information relating to the location of specific transactions (when performing transactions by using ProCredit Bank's ATMs);
- Data and information related to the products and services offered by the Bank and used by the clients (such as, but not limited to, loan products, saving products, internet banking, mobile banking).

3. WHO ARE THE PERSONS WHOSE PERSONAL DATA ARE PROCESSED BY PROCREDIT BANK?

ProCredit Bank processes the personal data of:

- Clients / potential clients – individuals, legal representatives/authorized persons acting on behalf of individuals or legal entities and their actual beneficiaries;
- Third parties who do not have a contractual relationship directly with ProCredit Bank, such as: Payers or beneficiaries of money transfer transactions, visitors of the Bank's units, guarantors of loans, individuals whose data are included in the documents provided by the client, other individuals who are relevant for the "Know Your Client" processes. If a client provides information about third parties, it must inform such data subjects with respect to the processing by ProCredit Bank of their personal data;
- Legal representatives, authorized persons or contact persons of service providers/product suppliers, contractual partners or other categories of individuals whose data are disclosed to the Bank by contractual partners;
- Visitors of ProCredit Bank's website;
- ProCredit Bank's employees.

4. WHAT DOES DATA PROCESSING MEAN AND HOW ARE THESE DATA PROCESSED?

Data "processing" means any operation or set of operations which is performed on personal data, such as: collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

The personal data used by us during our banking activities are usually obtained **directly** from data subjects, in the following circumstances:

- At the beginning of and during the business relationship entered into with ProCredit Bank, i.e. upon the execution and performance of contracts regarding banking products/services;
- By filling in and sending the forms available on ProCredit Bank's website;
- By registering for/participating in different campaigns organized by ProCredit Bank;

- In the event of any request for information/receipt of notices/complaints at ProCredit Bank's telephone numbers, e-mail addresses, by messages sent through the Bank's website or received on hard copy;
- By applying for internships, the 6-month onboarding program or vacancies within the bank (by sending a CV online on the Bank's website or at job fairs or other events)

In addition, the personal data of data subjects may also be obtained **indirectly** by/from:

- Public authorities and institutions or authorities and institutions of public interest, correspondent banks, lawyers, notaries, court enforcement officers or other persons who send us notices/requests;
- Proxies of data subjects for entering into/conducting the business relationship with ProCredit Bank;
- Consulting public or private external databases, directly or by means of third party providers, such as the National Trade Register Office, Credit Bureau, the courts of law portal, etc.;
- Employees of data subjects, if ProCredit Bank concludes therewith salary transfer agreements;
- Bank's partners, third parties, such as business partners, relatives, other persons;
- International payment organizations, such as Visa or Mastercard;
- Recruitment agencies, etc.

5. WHAT ARE THE GROUNDS BASED ON WHICH WE PROCESS PERSONAL DATA?

ProCredit Bank processes your personal data based on the following legal grounds:

- for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract (e.g. for checking your eligibility prior to establishing a business relationship, for preparing the documentation required to provide the banking product/service, for communicating with you for the performance of the contract), pursuant to Article 6(1)b) of Regulation EU no. 679/2016;
- for compliance with a legal obligation to which ProCredit Bank is subject (e.g. reporting to the competent authorities, knowing our clients in view of preventing money laundering and financing of terrorist acts, etc.), pursuant to Article 6(1)c) of Regulation EU no. 679/2016;
- based on your consent (e.g. for commercial communications, direct marketing, research, analyses and surveys), pursuant to Article 6(1)a) of Regulation EU no. 679/2016. We wish to keep you up to date on any new products and services offered by the Bank. We will send you these communications only after obtaining your consent;
- for the purposes of the legitimate interests pursued by the Bank (e.g. recovery of receivables relating to the concluded contractual relationship, ensuring the security of individuals and assets, etc.), however, considering the protection of interests, fundamental rights and freedoms of data subjects, pursuant to Article 6(1)f) of Regulation EU no. 679/2016.

If you refute the processing of your personal data for compliance with a legal or contractual obligation or an obligation required for the execution of a contract, ProCredit Bank will be unable to establish or continue its legal relationship with you, since it is unable to comply with the legal requirements in the financial and banking sector, including to review the request for products and services offered by the Bank, to conclude, perform or execute the contract requested by you.

If you refute the processing of your personal data for commercial communications, direct marketing or to be contacted for your opinion on the services and products offered or procured, the contractual relationship between you and the Bank will not be affected.

6. WHAT ARE THE PURPOSES FOR WHICH WE PROCESS PERSONAL DATA?

A. Identification of clients, as well as for establishing and conducting business relationships therewith

ProCredit Bank has the legal obligation to implement "Know-Your-Client" measures, at least in the following cases:

- when establishing a business relationship;
- when performing occasional transactions of no less than 15,000 Euro or the equivalent thereof, irrespective whether such transaction is performed by one or more operations which seem to be interconnected;
- when there are suspicions that the real purpose of the transaction is money laundering or financing of terrorist acts, irrespective of the applicability of the provisions derogating from the obligation to implement the standard "Know-Your-Client" measures and of the value of the transaction;
- if there are doubts concerning the authenticity or appropriateness of the identification information already held about the client.

The review of the collected data following the implementation of the "Know-Your-Client" measures is carried out based on the identity documents, supporting documents provided by the client, but also by verifying other sources.

Also, ProCredit Bank must make sure that client data are updated in its records throughout its business relationship with the clients, thus it will require them to update the data provided at the establishment of the business relationship, whenever necessary, and may also update them at its own initiative, from secure public or private external sources.

B. Preliminary offer, review of loan applications, execution and performance of loan contracts

During both the preliminary offer stage and the loan application review stage, the Bank must assess the applicants' capacity to repay the loan before entering into a loan contract and during its performance. For this purpose, the Bank collects and processes personal data both in its own records and by sending them to Credit Bureau for their processing by the institution and their consultation by any Participant in this system. For persons applying for a loan product, during the loan application review stage, the Bank consults the System maintained by Credit Bureau, justifying a legitimate interest for conducting a responsible lending activity. In addition to such data, the Bank also obtains information by checking the data subjects in its own records, public databases, websites, the portal of courts of law, the National Trade Register Office (ONRC), the National Tax Administration Agency (ANAF), the Central Credit Register, etc.

The refusal of data subjects to consent to the processing of their personal data for the abovementioned purpose will render the Bank unable to fulfill its legal obligations in relation to the granting of a loan.

During the stage related to the execution and performance of the loan contract and, if applicable, of ancillary contracts, the Bank processes personal data on grounds related to the execution and performance of contracts, of its legal obligations and based on its legitimate interest. The refusal of data subjects to consent

to the processing of their personal data required for the fulfillment of the abovementioned purpose will render the Bank unable to offer the requested loan.

C. Offering of other banking products/services, including via the online banking platform “ProCredit Direct”

ProCredit Bank assigns each client a client code (client ID) based on which it is identified in the bank’s records, as well as an IBAN for each account opened in the client’s name. In addition, for each of the cards issued by ProCredit Bank to its clients, a unique number (PAN) is assigned and inscribed on the card together with its expiry date, the full name of the cardholder and the CVV code.

ProCredit Bank also offers clients with which it has entered into a business relationship the internet banking and mobile banking service. When the online services are used, in order to ensure the security of the transactions made, in specific circumstances, the IP address of the device used by you will be processed. These data are processed strictly for the purposes of ensuring the security of transactions and for the minimum period required.

For the services accessed via the online banking platform, your personal data filled in the forms on the online banking platform are processed by the bank for the purposes of supplying/providing the products/services/information requested, for the duration required to fulfill such purposes, in compliance with the applicable legal data privacy obligations. ProCredit Bank will not collect and will not store the personal data of persons who filled them in on the online banking platform, but did not complete their registration.

D. Supply of information/responses/ taking action with respect to any requests/notices/complaints addressed to the Bank by different persons, by any means

Any person may send requests to the Bank, ask for information, taking of actions or submit notices/complaints by means of the communication channels made available by the bank (e.g. call center telephone number, e-mail messaging, internet banking platform, by filling in specific forms on the website, at the Bank’s units).

For the purposes of identifying the applicants, examining the notified situations and responding to such requests for information/notices/complaints, the Bank processes the personal data included in the messages or which are required to be processed in view of providing responses or supplying information. For demonstrating that these notices/complaints/requests for information/measures were received, as well as for controlling the quality of the responses/information/measures taken by the bank, as well as controlling the quality of the supporting services, the messages received will be kept in ProCredit Bank’s records both in the form in which they were received and in electronic form, and the telephone calls will be recorded and kept throughout the business relationship for the Bank’s clients, and for the period required for the fulfillment of the purposes for which they were processed.

E. MONITORING, INCLUDING VIDEO SURVEILLANCE, OF THE SECURITY OF INDIVIDUALS, PREMISES AND/OR ASSETS OF PROCREDIT BANK

ProCredit Bank has the legal obligation to ensure video surveillance of the 24/7 Zones in which ATMs are located, as well as the access routes, hallways and other high-risk areas. Based on its legitimate interest, the Bank may also carry out video surveillance in other publicly accessible areas with a potential security risk to individuals, premises or assets.

The places where the video cameras are placed are marked by a specific and visible notice accompanied by an icon.

The video surveillance activity involves the processing of the image of individuals and is only used for ensuring the security of individuals, premises and assets of the Bank, and, in extraordinary circumstances, when a physical security incident occurs or criminal behavior is noticed, the images may be transferred to the investigation bodies within disciplinary or criminal investigations. The video surveillance system is not used for monitoring the activity of the public or of the employees.

F. DELIVERY OF COMMERCIAL COMMUNICATIONS ABOUT THE PRODUCTS AND SERVICES OFFERED OR ABOUT THE EVENTS ORGANIZED BY THE BANK

ProCredit Bank wants to inform interested persons about the products and services offered or about the events organized, and thus processes the personal data of such persons if they consented to receiving promotional messages by filling in specific forms. The personal data will be processed by the Bank until the purposes for which they were collected is fulfilled or, where applicable, until the withdrawal of consent by the data subject with respect to the receipt of such messages.

Commercial communications will be mainly delivered by text message, telephone call, e-mail, mailing address. The consent to receiving promotional messages may be withdrawn or modified at any time without affecting the lawfulness of the processing carried out prior to its withdrawal.

In certain cases, in strict compliance with the rights and freedoms of the data subjects, ProCredit Bank will process personal data for the purposes of delivering commercial messages based on its legitimate interest to promote its products and services.

G. RECRUITMENT OF PERSONS INTERESTED IN VACANCIES WITHIN THE BANK, THE 6-MONTH ONBOARDING PROGRAM OR INTERNSHIPS

The persons interested in vacancies within the Bank or in the 6-month onboarding program or in internships may visit the Bank's website www.procreditbank.ro and apply in the "Our Team" section where they will be directed to a secure recruitment platform used by the ProCredit Group. On this platform, the candidates will be asked to register by using an e-mail address and fill in a set of information included in the CV, containing personal data.

The candidate's personal data will be kept throughout the duration of the recruitment process and, if his/her application was rejected, his/her personal data will be automatically deleted after 6 months or at any time during this period at the candidate's express request. If the recruitment process is successfully completed, the personal data will be processed for the fulfillment of the legal obligations concerning employment.

If the Bank receives CVs by any means other than the recruitment platform, it will keep these data throughout the abovementioned period and/or until the completion of the recruitment process or, if applicable, for a 6-month period which can be extended at the candidate's request, if he/she wants to apply for other vacancies within the Bank.

H. OTHER PURPOSES

ProCredit Bank also processes personal data for other purposes such as:

- Prevention and combating of fraud, financing of terrorist acts and money laundering, conducting risk analyses and reporting suspicious transactions;
- Reporting to State institutions, including for the purposes of FATCA (the US Foreign Account Tax Compliance Act)/CRS (Common Reporting Standard), for performing the activities in relation to the inspections of authorities such as the National Tax Administration Agency (ANAF), the National Authority for Consumer Protection (ANPC), the National Bank of Romania (BNR), the National

Supervisory Authority For Personal Data Processing (ANSPDCP), etc., but also reporting payment incidents to the Payment Incident Register within BNR, reporting transactions exceeding the amount set forth by law to the National Office for Prevention and Control of Money Laundering;

- Reporting within the ProCredit Group for prudential purposes and accounting consolidation at group level, including for the implementation of an efficient risk management process at group level;
- Collection of debts, recovery of receivables, enforcement for recovering amounts owed to the Bank, management of garnishments and attachments;
- Conduct of analyses and keeping of economic, financial and/or administrative management records of the Bank;
- Assessment and monitoring of the financial conduct of clients during their business relationship with the Bank and of the users of the Bank's website by means of cookies;
- Conduct of internal analyses (including statistics) with respect to both services/products and client portfolio, for improving and developing products and services;
- Archiving of documents both in physical and electronic form;
- Courier activities;
- Settlement of disputes, investigations or any other claims, complaints, requests in which the bank is involved;
- Conduct of audit activities or investigations;
- For the transmission of communications of organizational type (working schedule, availability of services, etc.) during the period of the contract. Thus, the Bank processes the data provided by you by virtue of the aforementioned legal basis, corroborated with the fulfillment of the legal obligations incident to the financial-banking activity, respectively pursuant to art. 6, para. (1) lit. (c) of Regulation (EU) no. 2016/679.

7. TO WHOM DOES PROCREDIT BANK DISCLOSE THE PERSONAL DATA PROCESSED BY IT?

The personal data of the Bank's clients are disclosed or, as applicable, transferred in compliance with the applicable legal grounds, depending on the circumstances and only under terms ensuring full data confidentiality and security, to the following categories of recipients:

ProCredit Holding AG & CO. KGaA (Germany), ProCredit Bank AG (Germany), Quipu GmbH (Germany), service providers used by the bank for: IT services (maintenance, software development), archiving in physical and/or electronic form, courier services, audit services, services related to the issuance of cards and their enrolment on platforms, delivery of promotional messages, monitoring of traffic and behavior of users of online instruments, marketing services, services for interbank payment processing and delivery of information on interbank transactions (e.g.: Transfond), public authorities and institutions (including, but not limited to the National Tax Administration Agency (ANAF), the National Bank of Romania, the National Office for Prevention and Control of Money Laundering, courts of law, prosecution bodies, court enforcement officers, notaries, lawyers), banking institutions or State authorities, including from outside of the European Economic Area – in case of international SWIFT transfers or as a result of processing activities carried out for the purposes of applying the FATCA and CRS, companies (funds) for guaranteeing different types of loans/deposits (e.g.: National Credit Guarantee Fund for Small and Medium Enterprises (FGCIMM), Bank Deposit Guarantee Fund (FGDB)), the National Trade Register Office (ONRC), the Office for Cadaster and

Land Registration (OCPI), the Electronic Archive for Security Interests in Movable Property (AEGRM), the Credit Risk Registry, Credit Bureau, insurance companies, valuation companies, debt collection companies, cash/valuable cargo transport companies, companies delivering notices/text messages to clients, Bank partners, international payment organizations (e.g.: Visa, Mastercard), correspondent payment institutions, banking institutions or State authorities, including from outside of the European Economic Area - in the case of international SEPA or SWIFT transfers or as a result of processing activities carried out for the purposes of applying FATCA and CRS, social media service providers.

Please note that all of the abovementioned recipients process your data only in view of fulfilling the purpose for which they were collected.

8. TO WHICH THIRD COUNTRIES OR INTERNATIONAL ORGANIZATIONS CAN THE BANK TRANSFER PERSONAL DATA?

Currently, for the fulfillment of the abovementioned purposes, ProCredit Bank can transfer certain categories of personal data outside of Romania, to EU/EEA states: Germany, Bulgaria, as well as outside of the EU/EEA: the United States of America, CRS member states, for applying the FATCA-CRS laws, if applicable. For transfers outside of the EU/EEA, ProCredit Bank will base personal data transfers on the standard contractual clauses adopted at the European Commission level or other safeguards permitted by law.

It is possible that, during the conduct of its activities, the abovementioned transfer states may change. In this case, the abovementioned list of transfer states will be updated.

9. HOW LONG ARE THE PERSONAL DATA STORED?

The personal data storage period is no more than 6 months if no business relationship was established between you and the Bank (you did not access any service offered by ProCredit Bank) and/or 5 years as of the end of the business relationship if you had access to banking services or 10 years, as a rule, as of the end of the business relationship if you had access to loan products. Please note that, for certain services accessed by you, the storage period can be longer, depending on the domestic and/or international regulations/commitments applicable at the respective time. The period of storage of the data obtained by the video surveillance system is proportional to the purpose for which the data are processed, i.e. it does not exceed 30 days, period upon which the recordings are automatically deleted, in the order of their recording. In any case, ProCredit Bank will perform a complete anonymization when a contractual relationship no longer exists between the Bank and the client, and the Bank is not legally obligated to keep such information.

10. WHAT RIGHTS CAN THE DATA SUBJECTS EXERCISE WITH RESPECT TO THE PROCESSED PERSONAL DATA?

If ProCredit Bank requires by any means of communication (online/paper-based/durable medium) information such as personal data, we inform you that, as a data subject, you have the following rights:

- **Right to information.** The data subject has the right to obtain appropriate information about the identity of the data controller, the purpose of collection and the legal ground of collection, the recipients of the data, the legitimate interests pursued if processing is based on such legal ground, the contact details of the data protection officer, as well as the intended transfer of the data to third

countries or international organizations. The data subject may also request further information such as: storage period/criteria used to determine the data storage period, existence of data subject rights with respect to the personal data concerning him/her, including the right to lodge a complaint, the ability to withdraw his/her consent, the existence of a legal obligation or contractual ground when processing is based thereon, the existence of an automated decision-making process, if any.

- **Right of access.** The data subject may submit a request to receive a free copy of the data processed by the Bank only once. For any further copies, the Bank may charge a fee based on administrative costs, in line with the applicable price list.
- **Right to rectification.** The data subject may request the rectification without undue delay of any inaccurate or incomplete personal data.
- **Right to restriction of data processing.** The personal data processed by the Bank may be temporarily restricted, at the Client's request, when their accuracy is contested, for a period enabling the Bank to verify the accuracy of the data; when the processing is unlawful and the Client opposes the erasure of the data and requests the restriction of their use instead; when the data are no longer needed, but they are required by the data subject for the exercise of legal rights; and when the right to oppose is exercised, pending the verification whether the legitimate grounds of the bank override those of the data subject.
- **Right to erasure** ("Right to be forgotten"). The data subject has the right to obtain from the bank the erasure of personal data concerning him or her without undue delay and the bank will have the obligation to erase his/her personal data without undue delay if the personal data are no longer necessary in relation to the purposes for which they were collected; the data subject withdraws consent and there are no other legitimate grounds for processing; when they were unlawfully processed and in any other cases set forth under the law.
- **Right to object.** When the Bank processes personal data based on a task carried out in the public interest or based on legitimate interests, the data subjects have the right to object to processing on grounds relating to their particular situation. As an exception, the previous paragraph is not applicable if the bank demonstrates that it has compelling legitimate grounds for the processing overriding the interests, rights and freedoms of the data subject. Where personal data are processed for direct marketing purposes, the data subjects have the right to object at any time to the processing of personal data concerning them for such marketing, which includes profiling.
- **Right not to be subject to a decision based solely on automated processing.** The data subject has the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning him or her or similarly significantly affects him or her. Please note that ProCredit Bank is currently not using an automated decision-making process, including profiling, the bank's decision-making processes being implemented by human intervention.
- **Right to data portability.** The data subject has the right to receive the personal data concerning him or her, which he or she has provided to a controller, in a structured, commonly used and machine-readable format and has the right to transmit those data to another controller without hindrance, when the processing is based on consent and is carried out by automated means. The

data portability request will be subject to specific review by the credit institution, data controller, based on the nature of each and every case.

- **Right to withdraw consent.** If the Bank processed personal data based on your consent, you have the right to withdraw such consent at any time, however, please be aware that the processing carried out prior to its withdrawal is lawful.
- **Right to refer to the National Supervisory Authority for Personal Data Processing**, if deemed necessary

Mailing address: 28-30 Gheorghe Magheru Blvd., 1st District Bucharest

Web page: <http://www.dataprotection.ro>

E-mail address: anspdcp@dataprotection.ro

Tel.: +40.318.059.211/ +40.318.059.212

11. CONTACT

If you have any questions concerning this information notice or you wish to exercise your data subject rights, you can contact us by using the following contact details:

Attn.: Data Protection Officer (DPO)

Mailing Address: 62-64 Buzesti Street, 1, 2 and 4 floors, 1st District Bucharest

E-mail: ROU.DPO@procredit-group.com

Telephone: +4021.201.60.40