



## London Branch Privacy Notice

Piraeus Banks S.A. London Branch is regulated and authorised by the Bank of Greece and provides general banking services. This statement explains the type of information we hold about you, why we hold it, what we do with it and how long it will be retained, as part of our service provision.

### Information we hold

Piraeus Banks S.A. London Branch is a Data Controller and will collect personal data about you which will include your name, address, e-mail address, telephone numbers, date and place of birth, national insurance number and/or passport number, nationality, tax residency and number, marital status, and 'politically exposed person' status.

Where you are seeking a credit arrangement with us we may also collect details of any dependents, residency and domicile arrangements, assets (including bank balances, investments and pensions) and liabilities, employment details, income and expenditure.

We will also ask you for proof of your identity and address as we are required to do under Anti-Money Laundering legislation.

The legal basis that we are using for the collection and processing of your personal data is "contract" or because we are obliged to by regulations that apply to us as a bank.

### Why we need it

We need to collect and store this information to provide the agreed banking services including;

- To complete payment transactions you initiate.
- To enable us to assess your ability to repay any loans provided by us.
- To meet our regulatory obligations.
- To notify you about changes to our service and/or tariff of charges.

### How long we keep it

We are required by our regulator and tax authority to retain the data obtained from you for specific periods. Usually this is 6 years from the date that our business relationship with you ends.

### What we do with it

Your personal information will be held on our IT systems, access to which is secured by password protected log-ins. All the personal data we process is processed by our staff in the UK and, for some credit decisions, by our head office's staff in Greece. We have a Data Protection Policy in place to oversee the effective and secure processing of your personal data.

Your information will only be made available to third parties such as payment and credit reference agency providers where it is necessary in order for us to deliver the services that we agree upon.

### What are your rights?

You can request to see the information we hold about you and have it corrected or archived.

If you wish to obtain a copy of the data that we hold relating to you, we will provide it to you free of charge but reserve the right to charge a nominal fee for repeated requests made for the same data.

If you wish to raise a complaint on how we have handled your personal data, you can contact our Personal Banking Department who will investigate the matter. They may be contacted by phone on +44 (0) 20 7920 6031/6038 or by email at [personalbanking@piraeusbank.co.uk](mailto:personalbanking@piraeusbank.co.uk).

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO) (see [www.ico.org.uk](http://www.ico.org.uk) for contact details).