

# OUR PRIVACY NOTICE

## Before we begin

This This notice (Privacy Notice) applies to personal information held by HSBC Continental Europe (Spółka Akcyjna) Oddział w Polsce and other HSBC Group as data controllers, as described below. It explains what information we collect about you, how we'll use that information, who we'll share it with, the circumstances when we'll share it and what steps we'll take to make sure it stays private and secure. It continues to apply even if your agreement for banking or other products and services with us ends. It should also be read alongside your banking terms and conditions, as these include sections relating to the use and disclosure of information.

This Privacy Notice covers any personal products or services you have with us including mortgage. Sometimes we may need to provide you with separate or further information about specific products and services. This information will also apply. If you also have a relationship with other parts of the HSBC Group (e.g. HSBC business banking, first direct, M&S Bank or HSBC in any other countries), they'll provide you with information separately where required.

Some of the links on our websites lead to other HSBC or non-HSBC websites with their own privacy notices, which may be different to this notice. You'll need to make sure you're happy with their privacy notices when using those other sites.

Wherever we've said 'you' or 'your', this means you, any authorised person on your account, anyone who does your banking or deals with us for you (e.g. trustees or executors, attorneys under a Power of Attorney) and other related people (including authorised signatories, partners).

When we say 'we', we mean HSBC Group companies which act as a data controller in respect of your personal data. Unless otherwise stated below, the data controller for the purposes of this notice will be:

**HSBC Continental Europe (Spółka Akcyjna) Oddział w Polsce**, with its seat in Warsaw, at Rondo ONZ 1, 00-124 Warsaw, and registered in the register of entrepreneurs of the National Court Register maintained by the District Court for the Capital City of Warsaw in Warsaw, XII Commercial Department of the National Court Register under KRS number 0000757904, with a tax identification number NIP 107-00-41-832, the branch of HSBC Continental Europe, a French (*société anonyme*) with a share capital of EUR 1 327 915 960 fully paid up, whose corporate seat is 38 avenue Kléber, 75116 Paris, registered with the Trade and Companies Registry of Paris (*Registre du Commerce et des Sociétés*) under number 775 670 284, with a Polish NIP number 107-00-41-803

The address for the data controller HSBC Continental Europe (Spółka Akcyjna) Oddział w Polsce set out in this notice is:

HSBC Continental Europe (Spółka Akcyjna) Oddział w Polsce

Rondo ONZ 1

01-124 Warszawa

Telephone: +48 22 314 04 97

[e-mail: rodo@hsbc.com](mailto:rodo@hsbc.com)

If you'd like to get in touch with us, you can also find contact details below.

## What information we collect

We'll only collect your information in line with relevant regulations and law. We may collect it from a range of sources and it may relate to any of our products or services you apply for, currently hold or have held in the past. We may also collect information about you when you interact with us, e.g. visit our websites, call us or visit one of our branches, or ask about any of our products and services.

Some of it will come directly from you, e.g. when you provide ID to open an account. It can also come from mortgage intermediary, other HSBC companies, or other sources you've asked us to obtain information from. We might also get some of it from publicly available sources. The information we collect may include:

### Information that you provide to us, e.g. :

- (a) personal details, e.g. name, previous names, gender, date and place of birth;
- (b) contact details, e.g. address, email address, landline and mobile numbers;
- (c) information concerning your identity e.g. passport information, PESEL, National ID card and nationality;
- (d) other information about you that you give us by filling in forms or by communicating with us, whether face-to-face, by phone, email, online, or otherwise.

### Information we collect or generate about you, e.g. :

- (a) your financial information and information about your relationship with us, including the products and services you hold, the channels you use and your ways of interacting with us, your ability to get and manage your credit, your payment history, transactions records, payments into account and information concerning complaints and disputes;
- (b) information we use to identify and authenticate you, e.g. your signature and your biometric information, such as your voice for voice ID, additional information that we receive from external sources that we need for compliance purposes;
- (c) information included in customer documentation;
- (d) cookies and similar technologies we use to recognise you, remember your preferences and tailor the content we provide to you – our cookie policy contains more details about how we use cookies and can be found at: <http://www.business.hsbc.pl/en-gb/pl/generic/cookie-policy>
- (e) risk rating information, e.g. credit risk rating,;
- (f) investigations data, e.g. due diligence checks, sanctions and anti-money laundering checks, s, content and metadata related to relevant exchanges of information between and among individuals, organisations, including emails, voicemail, live chat;
- (g) records of correspondence and other communications between us, including email, live chat, instant messages and social media communications;
- (h) information that we need to support our regulatory obligations, e.g. information about transaction details, detection of any suspicious and unusual activity and information about parties connected to you or these activities.

### **Information we collect from other sources, e.g. :**

- (a) information you've asked us to collect for you, e.g. information about your accounts or holdings with other companies including transaction information;
- (b) information from third party providers, e.g. information that helps us to combat fraud or that relates to your social interactions (including your communications via social media, between individuals, organisations, prospects and other stakeholders acquired from companies that collect combined information).

### **How we'll use your information**

We'll only use your information where we have your consent or we have another lawful reason for using it. These reasons include where we:

- (a) need to pursue our legitimate interests;
- (b) need to process the information to carry out an agreement we have with you;
- (c) need to process the information to comply with a legal obligation;
- (d) believe the use of your information as described is in the public interest, e.g. for the purpose of preventing or detecting crime.

The reasons we use your information include to:

- (e) deliver our products and services;
- (f) carry out your instructions, e.g. to fulfil a payment request;
- (g) manage our relationship with you
- (h) banking operations support;
- (i) prevent or detect crime including fraud and financial crime, e.g. financing for terrorism;
- (j) security and business continuity;
- (k) risk management,;
- (l) product and service improvement;
- (m) data analytics to better understand your circumstances and preferences so we can make sure we can provide you with the best advice and offer you a tailored service;
- (n) protect our legal rights and comply with our legal obligations;
- (o) correspond with solicitors, surveyors, valuers, other lenders, conveyancers and third party intermediaries;
- (p) system or product development and planning, insurance, audit and administrative purposes.

Further details of how we'll use your information can be found in the Appendix below.

### **How we make decisions about you**

You may have a right to certain information about how we make these decisions. You may also have a right to request human intervention and to challenge the decision. More details can be found in the 'Your rights' section

below.

### **Tracking or recording what you say or do**

To help keep you safe, we may record details of your interactions with us. We may record and keep track of conversations you have with us including phone calls, face-to-face meetings, letters, emails, live chats, video chats and any other kinds of communication. We may use these recordings to check your instructions to us, assess, analyse and improve our service, train our people, manage risk or to prevent and detect fraud and other crimes. We may also capture additional information about these interactions, e.g. telephone numbers that you call us from and information about the devices or software that you use. We use closed circuit television (CCTV) in and around our sites and these may collect photos or videos of you, or record your voice.

### **Compliance with laws and regulatory compliance obligations**

We'll use your information to meet our compliance obligations, to comply with other laws and regulations and to share with regulators and other authorities that HSBC Group companies are subject to. This may include using it to help detect or prevent crime (including terrorism financing, money laundering and other financial crimes). We'll only do this on the basis that it's needed to comply with a legal obligation or it's in our legitimate interests and that of others.

### **Who we might share your information with**

We may share your information with others where lawful to do so including where we or they:

- (a) need to in order to provide you with products or services you've requested, e.g. fulfilling a payment request;
- (b) have a public or legal duty to do so, e.g. to assist with detecting and preventing fraud, tax evasion and financial crime;
- (c) need to in connection with regulatory reporting, litigation or asserting or defending legal rights and interests;
- (d) have a legitimate business reason for doing so, e.g. to manage risk, verify your identity, enable another company to provide you with services you've requested, or assess your suitability for products and services;
- (e) have asked you for your permission to share it, and you've agreed.

We may share your information for these purposes with others including:

- (a) other HSBC group companies and any sub-contractors, agents or service providers who work for us or provide services to us or other HSBC Group companies (including their employees, sub-contractors, service providers, directors and officers);
- (b) any joint account holders, trustees, beneficiaries or executors;
- (c) people who give guarantees or other security for any amounts you owe us;
- (d) people you make payments to and receive payments from;
- (e) your beneficiaries, intermediaries, correspondent and agent banks, clearing houses, clearing or settlement systems, market counterparties ;

- (f) other financial institutions, lenders and holders of security over any property you charge to us, tax authorities, trade associations, credit reference agencies, payment service providers and debt recovery agents;
- (g) any people or companies where required in connection with potential or actual corporate restructuring, merger, acquisition or takeover, including any transfer or potential transfer of any of our rights or duties under our agreement with you;
- (h) law enforcement, government, courts, dispute resolution bodies, our regulators, auditors and any party appointed or requested by our regulators to carry out investigations or audits of our activities;
- (i) other parties involved in any disputes, including disputed transactions;
- (j) entities in which scope of business is verification of frauds, who'll also use it to detect and prevent fraud and other financial crime and to verify your identity;
- (k) anyone who provides instructions or operates any of your accounts on your behalf, e.g. Power of Attorney, solicitors, intermediaries, etc;
- (l) anybody else that we've been instructed to share your information with by either you, a joint account holder or anybody else who provides instructions or operates any of your accounts on your behalf;
- (m) insurers so they can provide you with a cover.

### **Sharing aggregated or anonymised information**

We may share aggregated or anonymised information within and outside of the HSBC Group with partners such as research groups, universities or advertisers. You won't be able to be identified from this information, e.g. we may share information about trends in the general use of our services.

### **How long we'll keep your information**

We keep your information in line with our data retention policy. For example we'll normally keep your core banking data for a period of 10 years from the end of our relationship with you. This enables us to comply with legal and regulatory requirements or use it where we need to for our legitimate purposes such as managing your account and dealing with any disputes or concerns that may arise.

We may need to retain your information for a longer period where we need the information to comply with regulatory or legal requirements or where we may need it for our legitimate purposes, e.g. to help us respond to queries or complaints, fighting fraud and financial crime, responding to requests from regulators, etc.

If we don't need to retain information for this period of time, we may destroy, delete or anonymise it more promptly.

### **Transferring your information overseas**

Your information may be transferred to and stored in locations outside the European Economic Area (EEA), including countries that may not have the same level of protection for personal information. When we do this, we'll ensure it has an appropriate level of protection and that the transfer is lawful. We may need to transfer your information in this way to carry out our contract with you, to fulfil a legal obligation, to protect the public interest and / or for our legitimate interests. In some countries the law might compel us to share certain information, e.g. with tax authorities. Even in these cases, we'll only share your information with people who have the right to see it.

You can obtain more details of the protection given to your information when it's transferred outside the EEA by contacting us using the details in the 'More details about your information' section below.

## Your rights

You have a number of rights in relation to the information that we hold about you. These rights include:

- (a) the right to access information we hold about you and to obtain information about how we process it;
- (b) in some circumstances, the right to withdraw your consent to our processing of your information, which you can do at any time. We may continue to process your information if we have another legitimate reason for doing so;
- (c) in some circumstances, the right to receive certain information you have provided to us in an electronic format and / or request that we transmit it to a third party;
- (d) the right to request that we rectify your information if it's inaccurate or incomplete;
- (e) the right to request that we erase your information. We may continue to retain your information if we're entitled or required to retain it;
- (f) the right to object to, and to request that we restrict, our processing of your information in some circumstances. Again, there may be situations where you object to, or ask us to restrict, our processing of your information but we're entitled to continue processing your information and / or to refuse that request.

You can exercise your rights by contacting us using the details set out in the 'More details about your information' section below. You also have a right to complain to the President of the Personal Data Protection Office or to the data protection regulator in the country where you live or work.

## Credit Reference Checks, Fraud and Money Laundering

### Credit Reference Checks

When you use our banking services, we may make periodic searches at credit reference agencies (CRAs) to manage your account with us.

To do this, we'll supply your personal information to CRAs and they'll give us information about you. This will include information from your credit application and about your financial situation and financial history. CRAs will supply us with credit information, financial situation, history and fraud prevention information.

We may use this information to:

- (a) verify the accuracy of the data you've provided to us;
- (b) prevent criminal activity, fraud and money laundering;
- (c) manage your account(s);
- (d) trace and recover debts;

We'll continue to exchange information about you with CRAs while you have a relationship with us. We'll also

inform the CRAs about your repayment history. If you borrow and do not repay in full and on time, CRAs will record the outstanding debt. This information may be supplied to other financial organisations by CRAs.

When CRAs receive a search request from us they'll place a search footprint on your credit file that may be seen by other lenders. If you apply for a bank account or credit (such as where you apply for a mortgage, loan or credit card), we'll get share information about you with the CRA. We may also carry out further credit checks on you while you're a customer to maintain an accurate and up-to-date record of your credit history. We may use your information to verify the accuracy of the information you've provided to us, prevent criminal activity, fraud and money laundering, manage your account(s), trace and recover debts.

### **Credit reference agencies:**

Biuro Informacji Kredytowej - [www.bik.pl](http://www.bik.pl)

To comply with the law and for our own legitimate interest to enable us to assess and manage risk, we can share details about your financial situation and financial history with CRAs, entities in which scope of business is verification of frauds. This includes information on any bank accounts or credit you have with us, including:

- (a) how you manage your bank accounts or credit;
- (b) if you owe us money;
- (c) if we have concerns about financial crime;
- (d) if you haven't kept up with your payments or paid off what you owe us (unless there's a genuine dispute over how much you owe us), or if you've agreed and stuck to a repayment plan.

### **Fraud Prevention Agencies**

We'll carry out checks with c for the purposes of preventing fraud and money laundering, . These checks require us to process personal information about you.

The personal information you provide or which we've collected from you, or received from third parties, will be used to carry out these checks in order to prevent fraud and money laundering, and to verify your identity.

We'll process personal information, such as your name, address, date of birth, contact details, financial information, employment details, and device identifiers e.g. IP address.

We and entities in which scope of business is verification of frauds may also enable law enforcement agencies to access and use your personal data to detect, investigate and prevent crime.

We process your personal data on the basis that we have a legitimate interest in preventing fraud and money laundering and to verify your identity. This enables us to protect our business and to comply with laws that apply to us. This processing is also a contractual requirement of any of our products or services you use.

Entities in which scope of business is verification of frauds can hold your personal data for different periods of time in line with legal requirements.

### **Consequences of Processing**

If we, or a entities in which scope of business is verification of frauds, have reason to believe there's a fraud or

money laundering risk, we may stop providing existing products and services to you. A record of any fraud or money laundering risk will be retained by the entities in which scope of business is verification of frauds, and may result in others refusing to provide services to you. The information we hold about you could make it easier or harder for you to get credit in the future.

### **What we need from you**

You're responsible for making sure the information you give us is accurate and up to date, and you must tell us if anything changes as soon as possible. If you provide information for another person on your account, you'll need to direct them to this notice and make sure they agree to us using their information as described in it.

### **How we keep your information secure**

We use a range of measures to keep your information safe and secure which may include encryption and other forms of security. We require our staff and any third parties who carry out any work on our behalf to comply with appropriate compliance standards including obligations to protect any information and applying appropriate measures for the use and transfer of information.

### **More details about your information**

If you'd like further information on anything we've said in this Privacy Notice, or to contact our Data Protection Officer, contact us at our head office address (addressed 'for the attention of the DPO) or via email at: DPO\_Poland@hsbc.com

This Privacy Notice may be updated from time to time and the most recent version can be found at <http://www.business.hsbc.pl/en-gb/pl/generic/download-centre>

## Appendix – How we process your information

We'll use your information for purposes including:

- (a) **To deliver our products and services:** administer your accounts, or process your transactions. We'll do this in order to perform our contract with you (article 6.1 letters a, b of GDPR);
- (b) **Banking operations support:** we'll use your information to enable the provision and function of our banking services in line with regulation, laws and customer rights and interests, e.g. complaints management and exit management. The lawful reasons for processing these are legitimate interest, legal obligation and in order to perform our contract with you (article 6.1 letters f, c and b of GDPR);
- (c) **To prevent and detect crime including, e.g. fraud, terrorist financing and money laundering:** this will include monitoring, mitigation and risk management, carrying out customer due diligence, name screening, transaction screening and customer risk identification. We do this to comply with our legal obligations and because it's in our legitimate interest. We may share your information with relevant entities, law enforcement and other third parties where the law allows us to for the purpose of preventing or detecting crime. Additionally we and other financial institutions may take steps to help prevent financial crime and manage risk. We'll do this because we have a legitimate interest, a legal obligation to prevent or detect crime or it's in the public interest (article 6.1 letters c, e and f of GDPR). We may be required to use your information to do this, even if you've asked us to stop using your information. That could include (among other things):
  - (i) screening, intercepting and investigating any payments, instructions or communications you send or receive ;
  - (ii) investigating r who's paying you, e.g. checks on payments into your account and other parties related to those payments;
  - (iii) passing information to relevant agencies if we think you've given us false or inaccurate information, or we suspect criminal activity;
  - (iv) combining the information we have about you with information from other HSBC companies to help us better understand any potential risk;
  - (v) checking whether the people or organisations you're paying or receiving payments from are who they say they are, and aren't subject to any sanctions.
- (d) **Risk management:** we'll use your information to measure, detect and prevent the likelihood of financial, reputational, legal, compliance or customer risk. This includes credit risk, traded risk, operational risk and insurance risk (e.g. for underwriting or claims management purposes). We'll do this because we have a legitimate interest in ensuring that we carry out a proper risk assessment in relation to granted credit (article 6.1 letter f of GDPR);
- (e) **Protecting our legal rights:** we may need to use your information to protect our legal rights, e.g. in the case of defending or the protection of legal rights and interests (e.g. collecting money owed, enforcing or protecting our security or defending rights of intellectual property); court action; managing complaints or disputes; in the event of a restructuring of companies or other mergers or acquisition. This may be in connection with action taken against you or other persons, e.g. joint borrowers or persons who give a guarantee or other security for your obligations to us. We'd do this on the basis that it's in our legitimate interest (article 6.1 letters b and f of GDPR).