

## **PRIVACY POLICY**

The CaixaBank, S.A. website: [www.caixabank.uk](http://www.caixabank.uk) only processes personal data collected through cookies regarding its users, as described below:

### **Data controller**

The data controller is CaixaBank, S.A. Tax code: A08663619. Address: Calle Pintor Sorolla, 2-4, 46002 Valencia

You may contact CaixaBank's Data Protection Officer for any doubt or query at [www.caixabank.com/delegadoprotecciondedatos](http://www.caixabank.com/delegadoprotecciondedatos).

### **Legal basis and purposes for processing personal data**

As specifically explained in our Cookies Policy, we collect personal data through the use of both strictly necessary technical and analytical cookies.

The first ones are installed in order to allow our users to browse the website and use the different options or services existing in these to, for example, control traffic and communication, identify the session, access restricted access sections and use security elements during browsing. Insofar as these cookies allow a conclusion to be drawn about your person, we base the processing of your data on the necessity of the processing to protect our legitimate interest in the technically flawless and secure operation and smooth functionality of our website (Article 6 (1) lit. f of the European General Data Protection Regulation (GDPR)). Your consent is not required for the use of technically necessary cookies in accordance with applicable regulations.

On the other hand, analytical cookies are used to collect information on user browsing behavior (most visited pages, time spent on the website, etc.) so that, based on the analysis of this information, improvements can be made to the content and services offered (e.g. improve loading times and access to the most visited pages). These cookies are only used if you provide your consent (Article 6 (1) lit. a GDPR). By accepting these cookies, you also consent to the processing of your personal data in this regard.

You can configure and reject cookies, and therefore exercise your right to withdraw consent, in the section "*Purpose of cookies and third-party cookies / configuration and rejection of cookies*" of the Cookie Policy. You can also disable or delete cookies as shown in "*Disabling or deleting cookies*".

### **Data processed**

We will process the following data:

With regard to first-party cookies:

© CaixaBank 2023

CaixaBank, S.A is incorporated in Spain. CaixaBank, S.A., United Kingdom Branch is registered in England and Wales in Companies House with company N° FC032858 and UK establishment N° BR017941. Registered office at 8th Floor, 63 St. Mary Axe, London EC3A 8AA. Authorised by the European Central Bank (National Bank of Spain) and deemed authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details of the Temporary Permissions Regime, which allows EEA based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website

- Browsing details; and
- Data obtained from your browsing of our Website and/or third-party websites and your browsing history in these websites: browsing history (pages visited and clicks on content), device ID and IP address.

With regard to the third parties: specified in the section "*Purposes of cookies and third-party cookies / configuration and blocking of cookies*" of the Cookie Policy, read their respective policies in this section for information about the categories of data processed.

## **Data recipients**

We may send data collected to public authorities and organizations, for compliance with a legal obligation, and to necessary service suppliers and third parties for the management and execution of cookies.

With regards to the third parties identified in the section "*Purposes of cookies and third-party cookies/configuration and rejection of cookies*" of the Cookie Policy, read their respective policies, indicated in such section, for more information on their sharing activities.

## **Retention period**

The data obtained by using cookies accepted by the user will be kept for a maximum period of 12 months.

With respect to third parties identified in the section "*Purpose of cookies and third-party cookies / configuration and rejection of cookies*" of the Cookie Policy, read their respective policies, stated in such section, for more information on their retention periods.

## **Transfers to third countries**

We process your data within the European Economic Area and generally we have service providers located within the European Economic Area or in countries determined to have an adequate level of data protection.

If we need to use service providers which carry out processing outside the European Economic Area or in countries not determined to have an adequate level of data protection, we will ensure that your data is processed in a secure and legitimate manner.

For this purpose, we require these service providers to apply suitable guarantees in accordance with the General Data Protection Regulation, such as binding corporate rules or standard contractual clauses approved by the European Commission. To find out more about the data recipients of your personal data, the third countries concerned and the measures we have taken to protect your data, including the possibility of obtaining a copy of the measures, please contact us using the information provided for in section "Data protection rights" below.



With regard to the third parties listed in section "*Purposes of cookies and third-party cookies/configuration and rejection of cookies*" of the Cookie Policy, you can view their respective policies in such section for more information about any transfers they carry out, where applicable.

## ***Data protection rights***

You may exercise your rights to access, rectification, objection, erasure, restriction, data portability, withdraw your consent and to not be subject to automated decisions, in accordance with the law.

To exercise these rights you should write to the CaixaBank offices in United Kingdom in 8th Floor, 63 St. Mary Axe, London EC3A 8AA, or to any other branch of CaixaBank, S.A., or to the registered office in Spain of CaixaBank, S.A. located at Calle Pintor Sorolla 2-4 46002 Valencia (Spain) or through [www.caixabank.com/ejerciciodederechos](http://www.caixabank.com/ejerciciodederechos)

Additionally, if you have any complaint arising from the processing of your data, you may address it to the competent data protection authority.

- The Spanish Data Protection Agency [www.agpd.es](http://www.agpd.es)
- Delegado de Protección de Datos de CaixaBank [www.caixabank.com/delegadoprotecciondedatos](http://www.caixabank.com/delegadoprotecciondedatos)