

Data protection information

We hereby inform you about the processing of your personal data by us and the claims and rights to which you are entitled under data protection regulations.

Which data is processed in detail and how it is used depends largely on the services you have requested or agreed with you.

1. Who is responsible for data processing and who can I contact?	<p>The responsible body is: Landesbank Baden-Württemberg Am Hauptbahnhof 2 70173 Stuttgart 0711 127-0 0711 127-43544 kontakt@lbbw.de</p> <p>You can reach our data protection officer: Landesbank Baden-Württemberg Data Protection Officer Am Hauptbahnhof 2 70173 Stuttgart 0711 127-0 datenschutz@lbbw.de</p>
2. What sources and data do we use?	<p>We process personal data that we receive from you as part of our joint business relationship, on the basis of your power of disposal or representation (e.g. as an authorized representative, legal representative) or beneficial ownership of accounts, securities accounts, safe/locker deposit boxes or in connection with credit protection. In addition, we process - to the extent necessary for the provision of our services - personal data that we have received from other companies of the Sparkassen-Finanzgruppe (SFG)¹ or from other third parties (e.g. SCHUFA) in a permissible manner (e.g. for the execution of orders, for the fulfillment of contracts or on the basis of consent given by you). On the other hand, we process personal data that we have obtained from publicly accessible sources (e.g. debtor registers, land registers, commercial and association registers, press, media) and are permitted to process them.</p> <p>Relevant personal data includes personal details (e.g. name, address and other contact details, date and place of birth and nationality), identification data (e.g. ID card data) and authentication data (e.g. specimen signature). In addition, this may also include order data (e.g. payment order, securities order), data from the fulfillment of our contractual obligations (e.g. turnover data in payment transactions), credit limits, product data (e.g. deposit, loan and custody account business), information about your financial situation (creditworthiness data, scoring/rating data, origin of assets), data on loan collateral (e.g. mortgage, assignment of a life insurance policy, guarantee) including data on their valuation and utilization, advertising and sales data (including advertising scores), documentation data (e.g. declaration of suitability), register data, data on your use of our offered telemedia (e.g. time of accessing our websites, apps or newsletters, clicked pages from us or entries) as well as other data comparable to the categories mentioned.</p> <p>To a limited extent, we also process audio recordings of telephone conversations and electronic communications, e.g. in the context of telephone banking or in connection with the provision of investment services. This is generally done on a legal or contractual basis and if you have given us your prior consent. In addition to the actual content of the call, technical information from the communication system is also processed during recording, which is either generated there or provided by the telecommunications provider through transmission (e.g. telephone numbers, start and duration of the call).</p> <p>¹ You can also find our network partners at www.lbbw.de/rechtlichehinweise</p>
3. What do we process your data for (purpose of processing) and on what legal basis?	<p>We process personal data in accordance with the provisions of the European General Data Protection Regulation (GDPR) and the German Federal Data Protection Act (BDSG).</p>
3.1 For the fulfillment of contractual obligations (Art. 6 para. 1 letter b GDPR)	<p>The processing of personal data (Art. 4 No. 2 GDPR) is carried out for the provision and brokerage of banking transactions, financial services as well as insurance and real estate transactions, in particular for the execution of our contracts or pre-contractual measures with you and the execution of your orders as well as all activities necessary for the operation and administration of a credit and financial services institution.</p> <p>The purposes of data processing depend primarily on the specific product (e.g. account, loan, building society savings, securities, deposits, brokerage) and may include, among other things, needs analyses, advice, asset management and support, the execution of transactions, brokerage of transactions between you and third parties (e.g. development banks, insurance companies, real estate companies).</p> <p>Further details on the purpose of data processing can be found in the respective contract documents and terms and conditions.</p>

* Statements made by the bank within the scope of the business relationship exclusively authorize and obligate Landesbank Baden-Württemberg.

3.2 As part of the balancing of interests (Art. 6 para. 1 letter f GDPR)	<p>If necessary, we process your data beyond the actual fulfillment of the contract to protect our legitimate interests or those of third parties. Examples:</p> <ul style="list-style-type: none"> - Consultation of and data exchange with credit agencies (e.g. SCHUFA) to determine creditworthiness or default risks and the need for a seizure protection account or basic account; - Credit card update service from Visa or Mastercard, provided that the credit card information is converted into a token at the participating merchant; - Testing and optimization of procedures for needs analysis and direct customer contact; - Development and use of anonymized data sets for statistical analyses and evaluations as well as for the training of AI models in the Sparkassen-Finanzgruppe; - advertising or market and opinion research, unless you have objected to the use of your data; - Assertion of legal claims and defense in legal disputes; - Ensuring the bank's IT security and IT operations; - Prevention and investigation of criminal offenses; - Video surveillance is used to collect evidence in the event of criminal offenses or to prove transactions and deposits, e.g. at ATMs. They thus serve to protect customers and employees and to exercise domiciliary rights; - Measures for building and system safety (e.g. access controls); - Measures to safeguard domiciliary rights; - Measures for business management and further development of services and products; - Development and maintenance of risk classification procedures (e.g. rating, scoring, loss estimation) to meet the requirements and specifications of banking supervisory law.
3.3 Based on your consent (Art. 6 (1) (a) GDPR)	<p>If you have given us your consent to the processing of personal data for specific purposes (e.g. Forwarding of data in the network², evaluation, linking and use of data (in particular payment transaction data) for analysis and marketing purposes), the lawfulness of this processing is given on the basis of your consent. Any consent given can be revoked at any time. This also applies to the revocation of declarations of consent that were given to us before the GDPR came into force, i.e. before May 25, 2018, such as the SCHUFA clause.</p> <p>Please note that the revocation is only effective for the future. Processing that took place before the revocation is not affected by this.</p> <p>We use a standardized declaration of consent in order to provide individual advice, support and information about products and campaigns that is as tailored as possible.</p> <p>Consent enables us, for example, to carry out complex data analyses to determine the extent to which a particular product might be of interest to certain customers. For example, by evaluating numerous data fields on personal financial circumstances, we could determine which of our customers are likely to be particularly interested in an offer for a consumer loan or an investment product and draw their attention to this offer in a targeted manner.</p> <p>If you do not give this consent, we will still be able to fulfill our contractual obligations to you. The legal basis for the corresponding data processing is then the fulfillment of our contract with you (see section 3.1 of this data protection notice). In certain cases, we may also carry out simple data processing without this consent in order to process your data beyond the scope of the contract (see section 3.2 of this data protection notice).</p> <p>² You can also find our network partners at www.lbbw.de/rechtlichehinweise</p>
3.4 Due to legal requirements (Art. 6 para. 1 letter c GDPR) or in the public interest (Art. 6 para. 1 letter e GDPR)	<p>As a bank, we are also subject to various legal obligations, i.e. statutory requirements (e.g. German Banking Act, Money Laundering Act, Securities Trading Act, tax laws, EU regulations) and banking supervisory requirements (e.g. the European Central Bank, the European Banking Authority, the Deutsche Bundesbank and the Federal Financial Supervisory Authority as well as the supervisory authority responsible under the Landesbank Baden-Württemberg Act). The purposes of processing include credit checks, the prevention of fraud, money laundering and terrorist financing as well as sanction checks, the fulfillment of control and reporting obligations under tax law and the assessment and management of risks.</p>
4 Who receives my data?	<p>Within the bank, those departments that need your data to fulfill our contractual and legal obligations will have access to it. Processors employed by us (Art. 28 GDPR) may also receive data for these purposes. These are companies in the categories of credit services, IT services, logistics, printing services, telecommunications, debt collection, advisory and consulting as well as sales and marketing.</p> <p>With regard to the transfer of data to recipients outside the bank, it should first be noted that we are obliged under the General Terms and Conditions agreed between you and us to maintain confidentiality about all customer-related facts and assessments of which we become aware (banking secrecy). We may only pass on information about you if this is required by law, if you have given your consent or if we are authorized to provide bank information. Under these conditions, recipients of personal data may be, for example</p> <ul style="list-style-type: none"> - Public bodies and institutions (e.g. Deutsche Bundesbank, Federal Financial Supervisory Authority, European Banking Authority, European Central Bank, tax authorities) in the event of a legal or official obligation. - Other credit and financial services institutions or comparable institutions to which we transfer personal data in order to conduct the business relationship with you (depending on the contract: e.g. development banks, insurance companies, correspondent institutions, custodian banks, stock exchanges, credit agencies). <p>Other data recipients may be those entities for which you have given us your consent to transfer data or for which you have released us from banking secrecy in accordance with the agreement or consent.</p>
5. How long will my data be stored?	<p>Where necessary, we process and store your personal data for the duration of our business relationship, which also includes, for example, the initiation and execution of a contract. It should be noted that our business relationship is a continuing obligation that is intended to last for years.</p> <p>In addition, we are subject to various retention and documentation obligations arising from the German Commercial Code (HGB), the German Fiscal Code (AO), the German Banking Act (KWG), the German Money Laundering Act (GwG) and the German Securities Trading Act (WpHG), among others. The retention and documentation periods specified there are two to ten years. Furthermore, the storage period is also assessed according to the statutory limitation periods, which, for example, according to §§ 195 ff. of the German Civil Code (BGB), can generally be 3 years, but in certain cases can also be up to thirty years. In addition, the storage of pseudonymized data for a period of up to thirty years may be necessary due to regulatory requirements for the development and maintenance of risk classification</p>

	procedures using long-term data histories. Telephone recordings made as part of telephone banking are deleted after 13 months at the latest. For the recording of telephone calls and electronic communication (e.g. chat messages) that are sent in connection with investment services are subject to retention periods of 5 to 7 years. Other telephone recordings will be deleted after 6 months at the latest.
6. Is data transferred to a third country or to an international organization?	Data will only be transferred to third countries (countries outside the European Economic Area - EEA) if this is necessary for the execution of your orders (e.g. payment orders, securities orders and credit cards), is required by law or you have given us your consent.
7 What data protection rights do I have?	Every data subject has the right to information in accordance with Art. 15 GDPR, the right to rectification in accordance with Art. 16 GDPR, the right to erasure in accordance with Art. 17 GDPR, the right to restriction of processing in accordance with Art. 18 GDPR and the right to data portability in accordance with Art. 20 GDPR. The restrictions under Sections 34 and 35 BDSG apply to the right to information and the right to erasure. In addition, you have the right to lodge a complaint with a data protection supervisory authority (Art. 77 GDPR in conjunction with § 19 BDSG).
8. Is there an obligation for me to provide data?	As part of our business relationship, you only need to provide the personal data that is required for the establishment, implementation and termination of a business relationship or that we are legally obliged to collect. Without this data, we will generally have to refuse to conclude the contract or execute the order or will no longer be able to execute an existing contract and may have to terminate it. In particular, we are obliged under money laundering regulations to identify you before establishing the business relationship, for example by means of your identity card, and to collect your name, place of birth, date of birth, nationality and residential address. To enable us to comply with this legal obligation, you must provide us with the necessary information and documents in accordance with the Money Laundering Act and notify us immediately of any changes arising in the course of the business relationship. If you do not provide us with the necessary information and documents, we may not enter into the business relationship you have requested.
9. To what extent is there automated decision-making in individual cases?	In principle, we do not use automated decision-making in accordance with Art. 22 GDPR to establish and conduct the business relationship. If we use these procedures in individual business areas (e.g. determination of credit lines, authorization of account overdrafts), we will inform you of this separately if this is required by law.
10. To what extent will my data be used for profiling (scoring)?	We sometimes process your data automatically with the aim of evaluating certain personal aspects (profiling). For example, we use profiling in the following cases: - Due to legal and regulatory requirements, we are obliged to combat money laundering, terrorist financing and criminal offenses that endanger assets. Data evaluations (e.g. in payment transactions) are also carried out. These measures also serve to protect you. - We use evaluation tools to provide you with targeted information and advice on products. These enable needs-based communication and advertising, including market and opinion research. - We use scoring for private customers and rating for corporate customers to assess your creditworthiness and award conditions. This involves calculating the probability that a customer will meet his payment obligations in accordance with the contract. The calculation can include, for example, income, expenses, existing liabilities, occupation, employer, length of employment, payment history (e.g. account turnover, balances), experience from the previous business relationship, contractual repayment of previous loans and information from credit agencies. For corporate clients, additional data is also included, such as sector, annual results and financial circumstances. Scoring and rating are both based on a mathematically and statistically recognized and proven procedure. The calculated scores and credit ratings help us to make decisions when concluding product contracts and are incorporated into ongoing risk management.

Information about your right to object in accordance with Art. 21 GDPR

<p>1. Individual right of objection</p> <p>You have the right to object, on grounds relating to your particular situation, at any time to processing of personal data concerning you which is based on Article 6(1)(e) GDPR (data processing in the public interest) and Article 6(1)(f) GDPR (data processing on the basis of a balancing of interests); this also applies to profiling based on this provision within the meaning of Article 4(4) GDPR, which we use to assess creditworthiness or for advertising purposes.</p> <p>If you object, we will no longer process your personal data unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms or the processing serves the establishment, exercise or defense of legal claims.</p>
<p>2. Right to object to the processing of data for direct marketing purposes</p> <p>In individual cases, we process your personal data for direct marketing purposes. You have the right to object at any time to the processing of personal data concerning you for the purpose of such advertising; this also applies to profiling insofar as it is associated with such direct advertising. If you object to processing for direct marketing purposes, we will no longer process your personal data for these purposes.</p> <p>The objection can be made informally and should preferably be addressed to:</p> <p>Landesbank Baden-Württemberg Am Hauptbahnhof 2 70173 Stuttgart 0711 127-0 0711 127-43544 kontakt@lbbw.de</p>