

Information on the processing by ING Bank Śląski S.A. of personal data of clients making payments via the imoje Service

I. Explanation of the names used, legal basis of the information:

We, or the Bank – ING Bank Śląski Spółka Akcyjna with its registered office in Katowice. Detailed information about the Bank, including the details of the Bank's entry into the court register, tax identification number (NIP), and the address of the Polish Financial Supervision Authority, i.e. the relevant supervisory authority, can be found at the bottom of each page of this information (in the footer) and at www.ingbank.pl.

You, or the Client – a natural person whose personal data the Bank processes for one or more of the purposes indicated in this information. We have taken the liberty of addressing the clients directly to make the text clearer.

Legal basis

The information has been drafted in line with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 OJ L.2016.119.1 of 4 May 2016, applicable from 25 May 2018 (hereinafter: the Regulation).

II. Bank as the controller of your personal data, contact details of the Bank and the Data Protection Officer

The controller of your personal data is ING Bank Śląski S.A. The Bank has its registered office in Katowice, postal code 40-086, ul. Sokolska 34, Poland, website: www.ingbank.pl. The Bank's e-mail address: info@ing.pl, Helpline number: 32 357 00 69 (for retail clients), 32 357 00 96 (for Entrepreneurs), 32 357 00 24 (for Companies). The Bank conducts its activities in accordance with its Articles of Association, including brokerage activities via an organisationally separate Brokerage Office of ING Bank Śląski S.A.

The Bank's Data Protection Officer can be contacted:

- in writing to the Bank's postal address, preferably marked "Data Protection Officer".
- electronically to: abi@ing.pl.

Other means of contact may be indicated on ing.pl.

III. The supervisory authority for personal data. The right to lodge a complaint with the supervisory authority.

The President of the Personal Data Protection Authority is a supervisory authority for personal data in Poland, www.uodo.gov.pl. You have a right to lodge a complaint to the supervisory authority.

IV. Data sources and categories of data processed

We process the data provided by the Online Shop you use or entered by you on the Website, including: your first name, last name, e-mail address, company name, street, city, postal code.

V. Purposes of personal data processing, legal basis for processing.

The Bank processes your personal data for the following purposes:

- a) to pursue actions upon your initiative which are aimed at processing payments for transactions executed by you via the imoje Service for the benefit of an online shop collaborating with the Bank, where purchases are made (hereinafter referred to as: **"Online Shop"**) and to process such payments by the Bank (legal basis: performance of a contract, Article 6(1)(b) of the Regulation),
- b) to comply with the legal obligations imposed on the Bank in accordance with the regulations of law, e.g. regarding funds transfers (legal basis: Article 6(1)(c) of the Regulation),
- c) internal administrative purposes of the Bank, including management analysis, statistical analysis, market trend research, and reporting for the Company's internal purposes (legal basis: legitimate interest of the Bank, Article 6(1)(f) of the Regulation),
- d) to transfer your personal data to the archive database it maintains, or for audit or investigation purposes, or for business, economic or legal advice that may be provided to the Company and the pursuit of claims (legal basis: the Bank's legitimate interest Article 6(1)(f) of the Regulation).

VI. Transfer of data to other entities

Further to the processing of personal data for the purposes defined in paragraph 5, your personal data may be disclosed by the Bank to other recipients or categories of recipients of personal data which may include:

- a) Online shops collaborating with the Bank in connection with the Bank processing payments made by you in such shops,
- b) entities collaborating with the Online Shop, if you have expressed your consent for the Online Shop to transfer personal data to such entities, where the Bank transfers such personal data at the request of the Online Shop, pursuant to an agreement concluded between the Bank and the Online Shop.
- c) entities which are authorised under the law,
- d) entities that provide services or activities on our behalf, including such activities as the design, development, operation and maintenance of online tools and applications.

VII. How long will the Bank process data?

Your personal data will be processed for a period which is justified by the pursuit of the purposes indicated in paragraph 5, i.e. for a period of 6 years from the date of its receipt by the Bank

VIII. Know your rights vis-à-vis the Bank.

You have the right to:

- request from the Bank **access** to personal data concerning you and
- have your personal data **rectified** when it is inaccurate, and further
- in cases provided for by law, request **deletion** of data or
- in cases provided for by law, request the **restriction** of data processing,
- **object** to the processing of data in cases provided for by law. The objection will be considered by the Bank, provided that if the objection relates to data processing on the grounds of legitimate interests, we will examine whether there are overriding legitimate grounds that may exceptionally justify the processing. An objection may concern a specific purpose of data processing. The objection to the processing of data for marketing purposes will always be upheld by the Bank, unless at the same time you maintain your other consents or the consent to the processing of data for marketing purposes or if you grant such consents in the course of reviewing the objection or at a later time.
- You have the right to **data portability or to obtain a copy of your data**, except that this right must not adversely affect the rights and freedoms of others, including trade secrets or intellectual property; as far as the request to provide your data directly to another controller is concerned, this right will be exercised to the extent technically possible. The first copy of data is free of charge. For the transfer of data under other laws, e.g. the Banking Act, it may be necessary

to obtain the consent of the Client or another person or to fulfil other conditions required by these laws. The right to data portability applies to data processed automatically.

IX. Is the provision of data a statutory or contractual requirement?

The provision of data is voluntary, however, it is necessary in order to process payments for transactions made by you via the imoje Service.