

## PRIVACY STATEMENT

### Customs Teller Desk Service

Any processing related to the provision and preparation of the Customs Teller Desk Service complies with the provisions of Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (hereinafter referred to as GDPR or General Data Protection Regulation) and Act CXII of 2011 on the right to informational self-determination and freedom of information (hereinafter referred to as Infotv.).

**OTP Bank Plc.** (registered office: 1051 Budapest, Nádor u.16., hereinafter referred to as Bank or Company) ensures the lawfulness and purpose limitation of processing at all times in respect of the personal data it processes. The purpose of this statement is to provide existing clients using the mentioned services of the Bank and in possession of a virtual customs card, legal entities represented by a customs representative in possession of a virtual customs card and prospective clients as data subjects with comprehensive prior information about the processing of their personal data during the provision and preparation of the Customs Teller Desk Service. The Bank's online interface for the provision of the Customs Teller Desk Service:

<https://www.otpbank.hu/portal/hu/Vam/InternetesVamfizetes>  
<https://www.otpbankdirekt.hu/vampenztar/do/vampenztarFizetesInditas>

The Company reserves the right to modify this statement, and provides the corresponding notification by publishing the modified Privacy Statement on its home page.

#### 1. NAME AND CONTACT DETAILS OF THE CONTROLLER

Name of the controller: OTP Bank Plc.  
Registered office: 1051 Budapest, Nádor utca 16.  
Mailing address: OTP Bank Nyrt., 1876 Budapest  
E-mail address: [informacio@otpbank.hu](mailto:informacio@otpbank.hu)  
Phone number: (+36 1/20/30/70) 3 666 666  
Home page: [www.otpbank.hu](http://www.otpbank.hu)

#### 2. THE FOLLOWING TABLE SUMMARIZES THE CHARACTERISTICS OF PROCESSING UNDER THIS PRIVACY STATEMENT

PURPOSE OF PROCESSING	LEGAL BASIS OF THE PROCESSING	DATA SUBJECTS AND DATA PROCESSED	PERIOD OF STORAGE OF PERSONAL DATA
Maintaining contact with the Data Subject in order to perform the online service	The legal basis of collecting and processing personal data is the <b>data subject's consent</b> according to Article 6, paragraph 1(a) of the General Data Protection Regulation.	<b>Bank client in possession of a virtual customs card:</b> Data of the authorizing person or their representative (payer: person obligated to pay or a customs representative): <ul style="list-style-type: none"><li>- name</li><li>- address</li></ul>	During the term of the business debit (virtual customs) card agreement or until the data subject's consent is withdrawn
Sending a proof (accounting document) in respect of the customs teller desk service		If do not match with the Payer's data: Data of the <b>beneficiary</b> (person obligated to pay): <ul style="list-style-type: none"><li>- name</li><li>- address</li><li>- mailing address</li><li>- <i>e-mail address</i></li></ul>	

		- company initiating the transaction	
Exercising rights and performing obligations under the customs teller desk service agreement, settlement	<p>The legal basis of collecting and processing personal data is a <b>legal obligation</b> according to Article 6, paragraph 1(c) of the General Data Protection Regulation:</p> <p><i>according to Section 166, paragraphs (1)-(3) of Act C of 2000 on accounting.</i></p>	<p>Data of the <b>beneficiary</b> (person obligated to pay):</p> <ul style="list-style-type: none"> <li>- name</li> <li>- address</li> <li>- mailing address (if do not match with the payer's data)</li> <li>- e-mail address</li> <li>- tax number</li> <li>- VPID/EORI number</li> <li>- account number to debit</li> <li>- amount of fiscal charge</li> </ul>	<p>In order to comply with the legal obligation referred to in Article 6, paragraph 1(c) of the General Data Protection Regulation, Controller:</p> <ul style="list-style-type: none"> <li>- retains printed and digital copies of customs teller desk proofs <b>for 8 years after settlement</b>, with reference to Section 169, paragraphs (2) and (5) of Act C of 2000 on accounting (Számv. tv.).</li> </ul>
Performance of the Bank's data provision (transfer) obligations regarding the customs procedure, with respect to the payment.	<p>The legal basis of collecting and processing personal data is a <b>legal obligation</b> according to Article 6, paragraph 1(c) of the General Data Protection Regulation:</p> <p><i>according to Section 151, paragraph (3) of Act CLII of 2017 on the implementation of the Union customs legislation.</i></p>	<p>Data of the <b>authorizing person or their representative</b> (payer):</p> <ul style="list-style-type: none"> <li>- name</li> <li>- address</li> <li>- tax number</li> <li>- VPID/EORI number</li> <li>- account number to debit</li> <li>- amount of fiscal charge</li> </ul>	<ul style="list-style-type: none"> <li>- retains the Data Subject's data stored in its electronic system and any modification thereof <b>for 10 years after the creation or modification of such data</b> based on Section 33 of Act CLII of 2017 on the implementation of the Union customs legislation.</li> </ul>

### 3. DATA OF THE DATA PROTECTION OFFICER

Name of the data protection officer: Zoárd Gázmár

Mailing address: 1131 Budapest, Babér u. 9.

E-mail address: [adatvedelem@otpbank.hu](mailto:adatvedelem@otpbank.hu)

### 4. SOURCE OF THE PERSONAL DATA

The source of the personal data is primarily the data subject and secondarily third persons.

### 5. RECIPIENTS OF THE PERSONAL DATA

Any natural or legal person, public authority, agency or any other body to whom or which the personal data is disclosed shall be considered a recipient, independent of whether they are third persons.

#### 5.1. DATA TRANSFERS

RECIPIENT OF THE DATA TRANSFER	DATA INVOLVED IN THE DATA TRANSFER	PURPOSE OF THE DATA TRANSFER
National Tax and Customs Authority (NAV)	<ul style="list-style-type: none"> <li>- Electronic Bank Messaging Modul System (EBÜK) message – unique identifier of OTP Bank Plc.</li> <li>- Electronic Bank Messaging Modul System (EBÜK) message – unique identifier of the message</li> <li>- Decision number (shall contain only numbers and capital letters of the English alphabet)</li> <li>- EORI ID number (registration and identification number of economic operators in the European Community, used as a common reference when contacting customs authorities in the whole territory of the Community)</li> <li>- Tax number (“99999999” for natural persons)</li> <li>- Amount paid</li> <li>- Date of payment (bank transfer)</li> <li>- Name of account the payment was credited to</li> <li>- Account number.</li> </ul>	Faster processing of customs procedures of clients in possession of a virtual customs card, matching of the given customs item (debt or deposit) with the customs payment, electronic proof of the customs payment, in order to comply with the provisions of Section 151, paragraph (3) of Act CLII of 2017 on the implementation of the Union customs legislation.

Controller does not transfer personal data to third countries or international organizations outside the European Economic Area (that is member states of the European Union, Iceland, Norway and Lichtenstein).

## 5.2. PROCESSOR

Controller does not use any processor for its activity.

In addition, further recipients such as authorities, bodies exercising public functions, courts may request the Company to disclose personal data. Our Company may disclose personal data to these bodies, if the body involved indicated the exact purpose and set of data, to the extent it is absolutely necessary to achieve the purpose of the request and if the performance of the request is required by law.

## 6. DATA SECURITY

IT systems and other data retention locations of our Company are located at the registered office and on servers leased by the processor. Our Company selects and operates IT devices used to process personal data during the provision of services such that the processed data:

- is available to authorized persons (availability);

- is authentic and can be authenticated (authenticity of processing);
- it can be proven to be unaltered (data integrity);
- is protected against unauthorized access (confidentiality of data).

We pay attention to data security with due care, and take all technical and organizational measures and develop all rules of procedure necessary to enforce safeguards according to the General Data Protection Regulation. We protect data with adequate measures in particular against unauthorized access, alteration, transfer, disclosure, deletion or destruction as well as against accidental destruction, damage or being inaccessible due to changes in the applied technology.

The IT system and network of both our Company and our partners are protected against computer aided fraud, computer viruses, hacking and denial of service attacks. The operator provides further protection by using server and application level protection procedures. Data are backed up daily. In order to prevent personal data breaches, our Company takes all measures necessary and acts immediately – according to our data breach management policy – to mitigate risks and avoid damages in case such breach occurs.

## **7. PROCESSING RELATED RIGHTS OF THE DATA SUBJECT**

The data subject, according to Articles 12-22 of the General Data Protection Regulation, may request from the controller access to and rectification, restriction of processing or erasure of personal data, the withdrawal of their consent, and may also object to such processing.

The data subject may lodge a complaint to the controller using the contact details given in sections 1 and 3 if their rights set out in the General Data Protection Regulation are infringed.

In case processing is based on consent, the consent is always voluntary and can be withdrawn any time during the period of processing. You may notify the Company about your intention to withdraw the consent using any of the contact details given under sections 1 and 3. This withdrawal shall not affect the lawfulness of any previous processing.

In accordance with article 12, paragraph (3) of the General Data Protection Regulation, the Company shall comply with the data subject's request to exercise their rights without undue delay, but no later than within one month of receipt of the request. This period may be extended by two further months where necessary, taking into account the complexity and number of the incoming requests. The Company shall inform the data subject of any such extension within one month of receipt of the request, together with the reasons for the delay.

Where the data subject makes the request by electronic means, the information shall also be provided by electronic means where possible, unless otherwise requested by the data subject by expressly indicating such means.

### **7.1. RIGHT OF ACCESS**

The data subject shall have the right to obtain from the controller information, using the contact details given in this privacy statement, as to whether their personal data are being processed, and, where that is the case, is entitled to be informed about the following:

- the set of personal data processed by the Company, the legal basis, the purpose and period of processing;
- to whom, when, on the basis of which legal provision and to which of their personal data was access provided, to whom was their personal data transferred and what is the source of their personal data;

- whether the Company uses automated decision-making, and if this is the case, the data subject is entitled to know its logic, including profiling.

The Company shall provide the data subject with a copy of their personal data subject to processing upon their request free of charge the first time, and subsequently, in accordance with Article 12, paragraph (5) of the General Data Protection Regulation, if the request of the data subject is manifestly unfounded or excessive, in particular because of their repetitive character, the controller may charge a reasonable fee taking into account the administrative costs or refuse to act on the request.

To comply with data protection requirements and to protect the rights of the data subject, the Company shall verify that identities of the data subject and the person intending to exercise the right of access match, and to that end, the provision of information, consultation of the data and issuance of copies are all subject to the identification of the data subject.

## **7.2. RIGHT TO RECTIFICATION**

The data subject is entitled to request in writing, through the contact details given in this privacy statement, that the Company modify or specify any of their personal data in case they can credibly prove the accuracy of the rectified data. If this request is sent to the Company electronically, the Company shall also send its reply electronically. If you would like to have the reply sent using other means, please indicate that in your request.

## **7.3. RIGHT TO RESTRICTION OF PROCESSING (BLOCKING)**

The data subject may request, through the contact details given in this privacy statement, that the Company restricts processing of their personal data (by clearly indicating the restricted character of processing and ensuring separate processing from other data) in any of the following cases:

- the data subject contests the accuracy of the personal data (in such case, for a period enabling the Company to verify the accuracy of the personal data);
- the data subject considers the processing unlawful, but opposes the erasure of the personal data and requests the restriction of their use instead;
- the controller no longer needs the personal data for the purposes of the processing, but they are required by the data subject for the establishment, exercise or defense of legal claims; or
- the data subject objected to the processing (in such case, the restriction applies to the period during which it is verified whether the legitimate grounds of the controller override those of the data subject).

## **7.4. PORTABILITY**

You shall have the right to receive the personal data concerning you, which you provided to the Company, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller without hindrance to the Controller, where:

- the processing is based on consent or contract; and
- the processing is carried out by automated means.

## **7.5. RIGHT TO ERASURE (“RIGHT TO BE FORGOTTEN”)**

The data subject is entitled to request the Company in writing, through the contact details given in this privacy statement, to erase their personal data.

The Company is obligated to erase the personal data concerning you without undue delay where one of the following grounds applies:

- the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed;
- you withdraw your consent and there is no other legal ground for the processing;
- the legal ground for processing is a legitimate interest, public interest or official authority, and there are no overriding legitimate grounds for the processing, or
- where personal data are processed for direct marketing purposes, you shall have the right to object at any time to processing of personal data concerning you for such marketing;
- the personal data have been unlawfully processed.

## **8. RIGHT TO LEGAL REMEDY**

If the data subject considers that the Company infringes the effective data protection rules during the processing of their personal data, they may lodge a complaint with the National Authority for Data Protection and Freedom of Information (address: 1055 Budapest, Falk Miksa utca 9-11; mailing address: 1363 Budapest, Pf.: 9.; phone number: +36-1-391-1400; e-mail: [ugyfelszolgalat@naih.hu](mailto:ugyfelszolgalat@naih.hu)). The data subject shall also have the right to lodge a complaint with another supervisory authority, especially that of the EU member state of their habitual residence.

A legal action against the controller for infringing the rules governing processing of personal data may also be brought before the courts. The data subject may initiate such legal action before the Regional Court of Budapest Capital or regional courts of its residence. For contact details of regional courts in Hungary, see the following link: <http://birosag.hu/torvenyszekek>. If the habitual residence of the data subject is in another member state of the European Union, the legal action can also be initiated before the competent court of the member state of habitual residence.