

Data protection information in the precious metals and foreign notes and coins business

Pursuant to Articles 13, 14 and 21 of the General Data Protection Regulation (GDPR), we hereby provide you with information on how we process your personal data and on your claims and rights under the data protection legislation.

Which data specifically are processed and the way they are used is guided primarily by the services for the purchase and sale of precious metals and foreign notes and coins you have applied for or which have been agreed with you.

Who is responsible for data processing and who can I contact?	<p>Name and contact details of the controller:</p> <p>Landesbank Hessen-Thüringen Girozentrale Public-Law Institution (Anstalt des Öffentlichen Rechts) Neue Mainzer Strasse 52-58 60311 Frankfurt am Main Phone: +49-69-9132-01</p> <p>You can contact our bank Data Protection Officer at:</p> <p>Landesbank Hessen-Thüringen Girozentrale Public-Law Institution (Anstalt des Öffentlichen Rechts) Data protection officer Kaiserleistrasse 29 - 35 63067 Offenbach Phone: +49-69-9132-01 Email: datenschutz@helaba.de</p>
Purposes for which the personal data are processed and the legal basis for this:	<p>We process your personal data in order to settle the purchase and sale of precious metals and foreign notes and coins. The legal basis for the processing of your personal data is Art. 6(1)(b) GDPR (for the performance of a contract).</p> <p>Furthermore, we as a bank are subject to various legal obligations, that is, statutory requirements (e.g. German Banking Act, German Anti-Money Laundering Act, German Securities Trading Act, tax laws) and bank supervisory stipulations (e.g. from the European Central Bank, the European Banking Authority, Deutsche Bundesbank and the German Federal Financial Supervisory Authority). The purposes of processing include, among other things, identity and age checks, fraud and money laundering prevention, the fulfilment of monitoring and reporting obligations under tax law and the assessment and management of risks within the Bank and the Group. We therefore also process your personal data pursuant to Art. 6(1)(c) GDPR (for compliance with a legal obligation).</p> <p>Where necessary, we will process your personal data beyond the actual fulfilment of the contract in order to protect our legitimate interests and those of third parties. The legal basis is Art. 6(1)(f) GDPR (for the purposes of legitimate interests).</p> <p>Examples:</p> <ul style="list-style-type: none"> • Consultation of, and data exchange with, credit agencies (e.g. SCHUFA) to determine creditworthiness and default risks in the lending business and the requirements in attachment protection, • Examination and optimisation of needs analysis processes for the purposes of direct approach to customer,

	<ul style="list-style-type: none"> • Advertising or market research and opinion polling provided that you have not objected to the use of your data, • Assertion of legal claims and defence in legal disputes, • Ensuring the IT security and maintaining and developing the Bank's IT operations, • Preventing and detecting criminal offences, • Video surveillance to uphold the right of allowing/denying access to the premises, to collect evidence in robbery and fraud or to supply proof of dispositions and payments e.g. at ATMs (see also Section 4 BDSG), • Building and plant security measures (e.g. physical access control), • Measures to uphold the right of allowing/denying access to the premises, • Measures for managing business and developing services and products, • Risk management within the Bank.
Categories of personal data being processed and sources from which these data originate:	<p>When buying and selling precious metals and foreign notes and coins we process your personal data such as names, address, phone number and account data and other data issued at the time of the order. We will collect your personal data directly from you, involving the savings bank or bank whose customer you are.</p>
Recipients or categories of recipients of the personal data:	<p>Within the Bank, those entities will be given access to your data which need them to fulfil our contractual and statutory obligations. Service providers and vicarious agents deployed by us may also receive data for these purposes.</p> <p>With regard to the transmission of data to recipients outside the Bank it is worth mentioning first of all that we as a bank are sworn to secrecy regarding all customer-related facts and evaluations of which we gain knowledge. We may, in principle, only transmit information about you if there is a legal basis for this pursuant to Art. 6(1) GDPR, if we are authorised to issue bank information and/or if processors commissioned by us guarantee the GDPR's stipulations. Subject to this requirement, additional recipients of your personal data may include, for example:</p> <ul style="list-style-type: none"> • Other companies within the Group for risk management, • Public entities and institutions (e.g. European Central Bank, European Banking Authority, Deutsche Bundesbank, German Federal Financial Supervisory Authority, financial authorities, criminal prosecution authorities, family courts, land registries), • Other credit and financial services institutes or similar institutions and processors to which we transmit your personal data in order to realise the business relationship with you. <p>Specifically: Settlement of bank information, support/maintenance of EDP/IT applications, archiving, voucher processing, compliance services, controlling, data screening for anti-money laundering purposes, destruction of data, purchasing/procurement, area management, property appraisals, loan processing service, letter shops, marketing, media technology, reporting, research, risk controlling, expense claims, telephony, video legitimation, website management, securities services, auditing services, payment transactions.</p>

Data transfer to a third country:	<p>Your data are transmitted to entities in countries outside the EU and the EEA (so-called third countries) only if this is necessary in order to execute your orders (e.g. payment and securities orders), if it is required by law (e.g. reporting obligations under tax law), if you have granted your consent to this or in the context of order processing.</p> <p>If service providers in a third country are used, they shall be bound to comply with written instructions and, through the agreement of the EU standard contractual clauses, with the data protection level in Europe.</p>
Period for which the personal data will be stored:	<p>We process and store your personal data as long as is necessary in order to fulfil our contractual and statutory duties. It is worth noting that our business relationship is a continuing obligation extending over a period of years.</p> <p>If your data are no longer required in order to fulfil contractual or statutory obligations, their further processing – for a limited period of time – may be necessary for the following purposes:</p> <ul style="list-style-type: none"> • Fulfilment of retention periods in commercial and tax law resulting among other things from the German Commercial Code (HGB), the German Fiscal Code (AO), the German Banking Act (KWG), the German Anti-Money Laundering Act (GwG) and the German Securities Trading Act (WpHG). The retention and documentation periods stipulated therein range between two and ten years. • Preservation of evidence in the context of the statute of limitation provisions. For example, pursuant to Sections 195 ff. of the German Civil Code (BGB), the statute of limitations is usually three years but in some cases it may total up to thirty years.
Data subject rights:	<p>You have the right of access pursuant to Article 15 GDPR, the right to rectification pursuant to 16 GDPR, the right to erasure pursuant to Article 17 GDPR, the right to restriction of processing pursuant to Article 18 GDPR, the right to object arising from Article 21 GDPR and the right to data portability arising from Article 20 GDPR. With regard to the right of access and the right to erasure, the restrictions pursuant to Sections 34 and 35 of the German Federal Data Protection Act (BDSG) apply.</p> <p>In addition, you have the right to lodge a complaint with a competent data protection supervisory authority (Article 77 GDPR in conjunction with Section 19 BDSG).</p> <p>Since 1 October 2020, the competent supervisory authority for Helaba has been as follows: The State Commissioner for Data Protection and Information Security of the State of Thuringia Hässlerstrasse 8 99096 Erfurt Phone: +49-0361-57-3112900 Email: poststelle@datenschutz.thueringen.de</p> <p>Pursuant to Section 2 (1) of the Treaty on the formation of a Joint Savings Bank Organization Hesse-Thuringia, the responsibility of the supervisory authority shall alternate between Hesse and Thuringia every four years.</p>

	<p>1 January 2024 onwards: The Hesse Commissioner for Data Protection and Freedom of Information Gustav-Stresemann-Ring 1 65189 Wiesbaden Credit Institutions Department Phone: +49-0611-1408-0 Fax: +49-0611-1408-900-901 Email: poststelle@datenschutz.hessen.de</p> <p>You may withdraw your consent to the processing of your personal data at any time. The same applies to the withdrawal of declarations of consent issued to us before the EU General Data Protection Regulation came into force, i.e. before 25 May 2018. Please note that the withdrawal applies with future effect and does not affect processing undertaken before the withdrawal.</p>
<p>Information on whether a duty exists to make available personal data.</p>	<p>In the course of our business relationship with you, you only need to provide the personal data required for the initiation, implementation and termination of a business relationship and the fulfilment of the associated contractual obligations and the data which we are legally obliged to collect. Without these data we will usually have to refuse concluding the contract or executing the order or we will no longer be able to implement an existing contract and may have to terminate it.</p> <p>In particular, pursuant to the anti-money laundering provisions and to the German Fiscal Code we are obliged to verify your identity using an ID document before establishing the business relationship; in this process we are obliged to collect and record the names, place of birth, date of birth, nationality, address and ID data. To enable us to comply with this statutory obligation you must, pursuant to the Anti-Money Laundering Act, make all the necessary information and documents available to us and notify us immediately of any changes occurring in the course of the business relationship. If you fail to provide us with the necessary information and documents, we will be unable to initiate or continue the business relationship desired by you.</p>

Information on your right to object pursuant to Article 21 GDPR

Right to object in individual cases

You have the right at any time, for reasons resulting from your particular situation, to object to the processing of personal data relating to you on account of Article 6(1)(e) GDPR (data processing in the public interest) and Article 6(1)(f) GDPR (data processing for the purposes of weighing up interests); this also applies to profiling within the meaning of Article 4(4) GDPR that is based on this provision.

If you withdraw your consent, we will no longer process your personal data unless we are able to provide evidence of binding justified reasons for such processing which prevail over your interests, rights and freedoms, or if the processing serves to assert, exercise or defend legal claims.

Right to object to the processing of data for direct marketing purposes

In individual cases we will process your personal data for direct marketing purposes. You have the right to object to the processing of personal data relating to you for such marketing purposes; the same applies to profiling if it is connected with such direct marketing. If you object to processing for direct marketing purposes, we will stop processing your personal data for these purposes.

Recipient of an objection

The objection may be submitted informally, quoting the reference "Objection" and stating your name, address and date of birth. It should be addressed to:

Landesbank Hessen-Thüringen Girozentrale
Public-Law Institution (Anstalt des Öffentlichen Rechts)
Helaba Data Protection Officer
Kaiserleistrasse 29– 35
63067 Offenbach
Email: datenschutz@helaba.de