

OTP Bank Plc.
Supplemental Data Processing Information Notice

REGARDING RETAIL DEBIT CARDS

This Data Processing Information Notice is a supplement to Annex 5 on data processing of the General Business Regulations of OTP Bank Plc. (hereinafter “General Privacy Notice”), regarding the specification of the terms of data processing performed during the provision of retail debit card services. This Data Processing Information Notice is to be applied together with the General Privacy Notice.

1 CONTROLLER AND ITS CONTACT DETAILS

1.1 Controller’s name: OTP Bank Plc. (Controller)
Registered office: H-1051 Budapest, Nádor u. 16, Hungary
Postal address: OTP Bank Nyrt. 1876 Budapest
Email: informacio@otpbank.hu
Telephone: (+36 1/30/20/70) 3 666 388
Website: www.otpbank.hu

Details of the Controller’s data protection officer:

Name: Zoárd Gázmár
Postal address: H-1131 Budapest, Babér u. 9, Hungary
Email: adatvedelem@otpbank.hu

2 PROCESSING OF THE DATA OF CUSTOMERS

2.1 Scope of Customers

During the provision of retail debit card services or when preparing to provide such services, the Controller processes the personal data of the following natural persons (hereinafter “Data Subject”):

- primary cardholder,
- additional cardholder,

2.2 Scope of data processed

During the provision of retail debit card services or when preparing to provide such services, in addition to the data groups specified in Section 2 of the General Privacy Notice, the Controller processes the following groups of data about the Data Subjects:

- data related to card use,
- data accessed by the Controller during the performance of the contract for the purposes of preventing, detecting and investigating fraud committed with retail debit cards.

The exact set of card usage data processed during the provision of retail debit card services or when preparing to provide such services is available:

- in the General Privacy Notice, and
- on the online account or card application pages of the website www.otpbank.hu,
- in the Bank card application menu item of the OTPdirekt internet service,

- in the data disclosed in the application process via the OTPdirekt call centre, the Bankcard HelpDesk service or the Central Information Line,
- in the Account and Card Contract forms relating to the relevant payment account or in the Account and Card Contract Amendment forms
- in other documents generated during the performance of the contract aimed at providing retail debit card services, and
- in the supplemental data processing information notice on bank account contracts.

Data related to card use:

- Card number and account number
- Cardholder's customer number
- Cardholder's card name
- Card limits and other settings
- card status change dates
- photo image (for Mastercard Standard Private Cards, Mastercard Online Private Cards, Mastercard Online Junior Private Cards and Mastercard Online Junior Start Private Cards)

2.3 Purposes of processing

In addition to the purposes specified in Section 3 of the General Privacy Notice, the Controller processes the data defined in Section 2.2 hereof for the following purposes or with the following supplements to the provisions of the General Privacy Notice:

- the detection and prevention of the items set out in Section 3.1. c) of the General Privacy Notice, especially fraudulent customer behaviour damaging the Bank's interests,
- the management and analysis of risks relating to data relating to the results of debt collection by the assignee and the procedure relating to the assigned receivables in the event of assigning a receivable, as a special item in Section 3.1. c) of the General Privacy Notice,
- verification of eligibility for retail debit card discounts,
- prevention, detection and investigation of payment fraud.

During the present data processing, the Controller does not carry out data processing for the purposes listed in Section 3.1 (e) of the General Privacy Notice.

2.4 Legal bases for processing

When providing retail debit card services or in preparation for the provision of such services, the Controller processes the Data Subject's data based on the legal bases listed in Section 4 of the General Privacy Notice.

The Controller processes the personal data specified in Section 2.2 primarily on the basis of preparations for contracting and contract performance. In other cases, the data categories processed on the legal basis concerned are specified in this Information Notice.

2.4.1 Preparations for the conclusion of contracts for the provision of retail card services and the performance of such contracts

The Controller processes the personal and card usage data obtained by it

- during face-to-face transacting,
- on the online account application platform available at the website www.otpbank.hu,

- via the OTPdirekt call centre, the Bankcard HelpDesk service or the Central Information Line,
- in the Bank card application menu item of the OTPdirekt internet service,
- in the Account and Card Contract forms relating to the relevant payment account or in the Account and Card Contract Amendment forms

as well as any other data accessed by it during the performance of the Contract for the purposes of preparing for contracting and for performing the Contract, including the enforcement of the rights and claims arising from the Contract and the submission of legal claims.

To achieve the above purpose, the Controller performs, in particular, the following:

- identification of the Data Subject based on personal identification data in order to prepare the contract,
- processing of the contact details of the Data Subject for the purposes of communication during the preparation and performance of the Contract,
- analysing personal and transaction data to verify eligibility for discounts.

The detailed conditions for providing the services under the Agreement are set out in the Debit Card Business Regulations (hereinafter: Business Regulations) and the documents referred to therein.

2.4.2 Mandatory processing

Beyond the legal regulations listed in Section 7 of the General Privacy Notice, the Controller processes data in accordance with the following during the present data processing:

- Pursuant to Act LXXXV of 2009 on the Pursuit of the Business of Payment services, the Controller shall process the personal data provided for in Section 2.2, therein especially any data accessed by it in order to prevent, detect and investigate retail debit card fraud for the purpose of preventing, detecting and investigating payment fraud.

2.4.3 The legitimate interests of the Controller

In addition to the legitimate interests specified in Section 8 of the General Privacy Notice, the Controller shall process the personal data of Data Subjects specified in Section 2.2 based on the following legitimate interests.

The Controller shall keep records of confirmed past fraud events and confirmed fraud attempts associated with the Data Subject. It shall also keep on record historic data suggesting the manipulation or other misuse of data. The Controller processes the data in its records based on its legitimate interest of rating the Data Subject for future transactions, performing analyses and complying with other obligations.

The Controller shall process such data for a period of five years of becoming aware of such actual or attempted fraud.

3 RECIPIENTS OF PERSONAL DATA

In addition to requests of personal data from OTP Bank Plc. for individual investigations by public authorities specified by the law and the European Union's legally binding acts, the Controller transfers the Data Subjects' personal data to the following third parties and organisations:

- Groupama Biztosító Zrt. (independent controller, in the case of insurance services associated with retail debit card services)
- BISZ Zrt. (independent controller)

- Mastercard Europe SA. (independent controller)
- VISA Europe Limited (independent controller)

Within the scope of its operations as credit institution, the Controller will exclusively use the processors specified in Annex 2 of the General Business Regulations.

This Data Processing Information Notice enters into force on **1 March 2025**.

Upon the entry into force of this Data Processing Information Notice, the Supplemental Data Processing Information Notice regarding Retail Debit Cards effective since **15 January 2023** shall be repealed.

Budapest, **14 February 2025**