

BEMO EUROPE Privacy Notice

We, BEMO Europe Banque Privée (hereinafter referred to as “we” or “the Bank”) are committed to compliance with all relevant EU (European Union) and Member State laws in respect of personal data, and the protection of the “rights and freedoms” of individuals whose information the Bank collects and processes, in accordance with the General Data Protection Regulation (EU) 2016/679 of 27 April 2016 (GDPR) and the Law of 1st of August 2018.

This privacy notice is directed to individuals who are either current or prospective clients of the Bank, or are authorized representatives or beneficial owners of legal entities or of individuals which/who are current or prospective clients of the Bank.

This privacy notice is designed to assist you in understanding how we collect, use, disclose and/or process the personal data provided to us, in accordance with GDPR.

Privacy Principles

- Your personal data shall be processed lawfully, fairly and in a transparent manner.
- We shall collect only personal data that is relevant and required to conduct our business.
- The personal data collected shall be adequate, relevant and limited to what is necessary.
- Your personal data shall be accurate and kept up to date.
- We will take any reasonable step to ensure that your personal data will not be kept longer than is necessary for the purpose(s) that are notified to you when we collect your personal data or as otherwise required to comply with the law.
- We ensure appropriate security and confidentiality of your personal data that we collect from you or from any other third parties.

What Information we collect/process on you?

The Bank collects and uses your personal information for the purpose of providing you with the financial services you have requested or to offer additional products or services which might interest you. We collect information directly from you by filling in forms or by corresponding with you via phone, mail or the internet. We may also collect information from other sources we lawfully have access to, such as publicly available sources.

The personal data we usually collect is essential in order to carry out our obligations arising from any contracts entered into with you or as requested by regulators and may include:

- For Individual Clients: (i) personal details such as name, passport information, nationality, date and place of birth, family information (spouse’s name, occupation) and beneficial owners of your assets, (ii) contact details such as address, phone number, mobile number and email address, and (iii) financial information.
- For Corporate Clients: Business name, legal registered address, contact details, name(s) of owner(s), director(s), shareholder(s), officer(s), authorized signatories, beneficial owner(s), business profile and financial information including in the case of a trust, the trustee, settlor, protector or beneficiary.

The Bank may also collect the following technical information through the website or the Online Banking:

- **Cookies:** Cookies are important to the proper functioning of a site. To improve your experience, we use cookies to measure the audience of our website bemo.lu and to remember log-in details. When visiting the website of the bank, cookies can temporarily be installed on the user's computer. Please refer to our cookies policy for more details.

The data we collect about you will be for the following purposes:

- Processing a product application, service request, a transaction or a payment;
- Evaluating and monitoring your credit worthiness;
- Detecting and preventing fraud, money laundering and other financial crimes;
- Carrying out due diligence and other screening activities (including background checks);
- Providing online services;
- Complying with laws and regulations;
- Enforcing the Bank's rights, including undertaking debt collection activities and legal proceedings;
- Understanding your needs and offering products and services to meet these needs;
- Disclosing and reporting information to official authorities to fulfill the Bank's obligations in relation to Foreign Account Tax Compliance Act (FATCA), Common Reporting Standard (CRS).
- Responding to information requests issued by the Administration des Contributions Directes (ACD) in Luxembourg, the Tax Administration in France, and the regulators located inside and outside Luxembourg;
- Disclosing information to our correspondents, agent banks, custodians and financial institutions, wherever located, that help us process your payments, transactions or in which you have an interest in securities where such securities are held by us for you;
- Internal researching, statistical analysis and improving our products, services, systems and infrastructure;
- Lawfully transferring by us of any rights or obligations;
- Dealing with complaints;
- Keeping track of communications between us (phone calls, emails, letters etc.);
- Managing and issuing payment cards, and sharing information with card processing suppliers;
- Enabling service providers (such as IT companies, auditors, lawyers etc.) to provide their services effectively;
- Sending marketing, advertising and promotional information.

Management of your Personal Data

- **Data accuracy:** We will take reasonable efforts to ensure that your personal data is accurate and complete. However, this means that you must also update us of any changes in your personal data that you had initially provided us with. We will not be responsible for relying on inaccurate or incomplete personal data if you fail to update us with your current information.
- **Security arrangements:** We will also put in place reasonable security arrangements to ensure that your personal data is adequately protected and secured. Appropriate security arrangements will be taken to prevent any unauthorized access, collection, use, disclosure, copying, modification, leakage, loss, damage and/or alteration of your personal data. However, we cannot assume

responsibility for any unauthorized use of your personal data by third parties which are wholly attributable to factors beyond our control.

- **Legal basis:** We retain personal data in accordance with legal, regulatory, contractual, business and operational obligations.
- **International data transfer:** The Bank may transfer or disclose personal data to countries outside the European Economic Area. In such cases, the Bank shall ensure that personal data enjoys the same level of confidentiality and security provided by the Bank in Luxembourg and France by ensuring appropriate safeguards provided for in Article 44 and 49 of the GDPR regulation and setting security measures (e.g. encryption, anonymization, physical security etc.). The Bank, where possible, will ensure to obtain from the recipients, a written commitment that such data will be kept confidential and secure.
- **Data retention:** Your personal data will be kept by us as long as you maintain a relationship with us, and even after ending the relationship with us when it is required by laws and regulations, or pursuant to our internal policies and procedures, or to respond to inquiries or complaints, or to protect our rights and interests.

Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access: you have the right to request a copy of the information that we hold about you.
- Right of rectification: you have the right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten: in certain circumstances you can ask us for the data we hold about you to be erased from our records.
- Right to restriction of processing: where certain conditions apply to have a right to restrict the processing.
- Right of portability: you have the right to have the data we hold about you transferred to another organization.
- Right to object: you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling: you also have the right to be subject to the legal effects of automated processing or profiling in case we use these procedures.
- Right to lodge a complaint: if you think that any of your rights have been infringed by us, you have the right to lodge a complaint before the Office of the Commissioner for Personal Data Protection.

With whom we may share your Information

The Bank may disclose your information to the third parties listed as follows:

- Our correspondents, agent banks, custodians and financial institutions, wherever located, that help us process your payments, transactions or in which you have an interest in securities where such securities are held by us for you
- Governmental or judicial bodies or agencies
- Regulators, public authorities including tax authorities
- Companies or agencies providing credit rating services

The Bank is committed to keep your personal data confidential. We will not share your information with any third parties unless:

- We hold your consent
- We are obliged by the law or court order
- For fraud prevention purposes
- Necessary for providing services and products
- For legitimate reasons or to fulfill a public or legal duty.

In addition, the Bank requires from its service providers and third parties located inside or outside Luxembourg and/or the European Economic Area, which hold and process such information on behalf of the Bank, to follow appropriate standards of security and confidentiality pursuant to the GDPR.

The Bank, where possible, will ensure to obtain from the aforementioned parties, a written commitment that such data will be kept confidential and secure.

Consent / Withdrawal of Consent

-
- By consenting to this privacy notice you are giving us permission to process your personal data specifically for the purposes identified above.
- Where we are asking you for sensitive personal data, we will always tell you why and how the information will be used.
- You may withdraw consent for the collection, use and/or disclosure of your personal data in our possession or under our control unless the Bank is obliged under applicable laws and regulations to process such data.
- If you fail to provide personal information reasonably requested by us or refuse to consent to the personal information we are requested to process, store, update, transfer or disclose for the above purposes and below recipients, we have the option and we reserve our right to suspend providing banking services to you or not to pursue our relationship with you.

Contact

For any queries on this privacy notice, or any other queries in relation to how we may manage, protect and/or process your personal data, or in the event that you wish to make a complaint about how your personal data is being processed by the Bank (or third parties as described above), or how your complaint has been handled please directly contact our Data Protection team at [**dpd@bemo.lu**](mailto:dpd@bemo.lu)

Changes to our Privacy Notice

This Privacy Notice is kept under regular review and any update will be placed on the Bank's website.