

## **INFORMATION NOTICE FOR EVENTS, GAMES AND COMPETITIONS**

The purpose of this information notice is to inform you in a transparent manner about the processes that may be implemented with respect to participants (the "Participants") at events, games or competitions organised by the Bank.

### **1. Controller**

Your personal data is processed by Banque Raiffeisen (hereinafter referred to as the "Bank"). The Bank's principal office is at the following address:

4 rue Léon Laval L-3372 Leudelange  
Tel: (+352) 2450 1  
E-mail: info@raiffeisen.lu

### **2. Purposes and legal basis of the operations**

The Bank collects and processes the data that is necessary for carrying out its activities:

#### To carry out your participation requests

The Bank uses your data to:

- organise events, games and competitions
- manage participations
- and allocate prizes.

#### For the purposes of legitimate interests pursued by the Bank

The Bank processes your data to:

- give the Participants regular information on the products and services offered by the BANK or the RAIFFEISEN group
- compile statistics.

### **3. Categories of data processed and provenance**

In addition to the information or elements that you may communicate during your participation in the events, games or competitions that it organises, the Bank may collect various data concerning the Participants, among which:

- data to identify the Participants
- data to contact the Participants
- the identity and consent of the legal representative if the Participant is a minor

- photos and videos (winners, awards, etc.).

#### **4. Categories of recipients of processed data**

Your data is shared with some of the Bank's internal departments, in strict compliance with the tasks entrusted to them, to carry out the above-mentioned purposes.

The Bank may share your data with third parties in the following cases:

- with companies that host or manage all or part of the event
- in competitions, with the bailiffs in charge of monitoring and managing the game.

#### **5. Retention period**

The Participants' data is kept for the duration necessary for the events, the games or the competitions and which cannot exceed three years from the end of the event, unless the Participant should exercise his right of opposition in accordance with the legislation.

#### **6. Rights of the people concerned**

Within the limits and conditions imposed by the law, the Participants have the following rights:

- **The right to information.** Whilst we hope that this notice answers the Participants' questions, they can contact the Bank's Data Protection Officer for any further information.
- **The right to access their data.** Participants can access their data by contacting the Bank's Data Protection Officer. However, as the Bank processes a large amount of data and, in accordance with the law, you may be required to specify, before any data is provided, what data or operations, games or competitions your request covers.
- **The right to rectify data** when it is erroneous or obsolete.
- **The right to withdraw consent** if the Participant has given his consent for the processing of personal data; it should be noted that such withdrawal has no retroactive effect and will not prevent the Bank from continuing lawful processing, including those required by law.
  - **The right to lodge a complaint** with the National Commission for Data Protection (*Commission nationale pour la protection des données- CNPD, Service des plaintes, 15 Boulevard du Jazz L-4370 Belvaux, www.cnpd.public.lu*) if the Participant believes that the processing of his data is not in accordance with the law.

In certain cases and according to the conditions set by law (in which case the Bank will check beforehand that these conditions are fulfilled), the Participant also has the following rights:

- **The right to request that his data is deleted.**
- **The right to request the limitation of the processing** of his data.
- **The right to oppose the processing** of his data for prospecting purposes or for any other legitimate reason (unless there is a legitimate and compelling reason for the Bank to continue processing).
- **The right to the portability** of the data provided to the Bank, as far as technically possible.

For any question concerning the processing of personal data by the Bank, and for any request relating to the exercise of their rights, the Participants can contact the Data Protection Officer (DPO):

- by email: [charge-de-protection@raiffeisen.lu](mailto:charge-de-protection@raiffeisen.lu)

- by post:

Banque Raiffeisen  
Chargé de la Protection des Données  
BP 111  
L-2011 Luxembourg

For all requests, the Participants should attach a copy of their ID so that the Bank can identify them.

This information notice may be subject to change to better protect personal data. The latest version in force is available on the Bank's website in the Data protection section.

The attention of the Participant is drawn to the fact that this information notice is for general use and that additional specific terms or information may be included in the documents or information distributed by the Bank for certain operations, certain games or competitions, or the consent of the Participant may be requested on this occasion.