

# Industrial and Commercial Bank of China (Europe) S.A.

## Paris Branch

### Data Privacy Policy

The present document relating to the establishment of a data privacy policy (the “**Policy**”) is a notice addressed to all persons in respect of whom Industrial and Commercial Bank of China (Europe) S.A., Paris Branch (collectively referred to as “**ICBC**”, “**we**”, “**us**” or “**our**” in this Policy) collects personal data within the meaning of GDPR (as defined below within this Policy). This Policy is subject to the provisions of any other binding agreement(s), relating to the same subject(s) and substance (the “**Policy Object**”), which may have been or may be further entered into between ICBC and the data subject or the relevant data controller. In case of any conflict, discrepancy and/or difference of interpretation between the provisions of the present Policy and those of such other binding agreement(s) in respect of the Policy Object, the provisions of this Policy shall prevail, due to their specific nature.

### TABLE OF CONTENTS

---

1. Important information and who we are.....	2
2. The data we collect about you .....	3
3. How is your personal data collected? .....	5
4. How we use your personal data.....	6
5. Disclosures of your personal data.....	10
6. International transfers.....	10
7. Data security .....	11
8. Data retention.....	11
9. Your legal rights .....	11
10. Glossary.....	12

## Introduction

Welcome to the Data Privacy Policy of ICBC.

ICBC respects your privacy and is committed to protecting your personal data. This privacy policy will inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

This privacy policy is provided in a layered format so you can click through to the specific areas set out below. Please also use the Glossary set out at the end of this privacy policy which is being provided to you as indicative guidance to understand the meaning of some of the terms used in this privacy policy.

### 1. Important information and who we are

#### Purpose of this privacy policy

This privacy policy aims to give you information on how ICBC collects and processes your personal data, including any data you may provide through ICBC's website when you sign up to our newsletter or receive any services from us.

This website is not intended for children and we do not knowingly collect data relating to children.

It is important that you read this privacy policy together with any other privacy policy or fair processing policy we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your personal data.

#### Data Controller

ICBC is the data controller and is responsible for your personal data.

We have appointed a data protection officer (the "DPO") who is responsible for answering questions in relation to this privacy policy. If you have any questions about this privacy policy, including any requests to exercise any of your legal rights, please contact the DPO using the details set out below.

## Contact details

You may contact our DPO in the following ways:

E-mail address: data.protect@eu.icbc.com.cn

Postal address: Industrial and Commercial Bank of China (Europe) S.A. 32, Boulevard Royal, L.2449 Luxembourg, Grand-Duché du Luxembourg

In respect to your personal data disclosed or made available to us, you have the right to lodge a complaint at any time to the French personal data protection authority, the “*Commission Nationale de l’Informatique et des Libertés*” (commonly referred to as the “**CNIL**”). We would, however, appreciate the chance to deal with your concerns before you approach the CNIL, so please contact us in the first instance.

## Changes to the privacy policy and your duty to inform us of data changes

We keep our privacy policy under regular review.

It is important that the personal data we hold about you is accurate and up-to-date. Please keep us informed without delay if your personal data changes during your relationship with us.

## Third-party links

ICBC’s website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy (or other equivalent or similar document) of every website you visit, and to understand its content as well as the way and substance of what is being collected, for which purposes and for what duration.

## 2. The data we collect about you

We may collect, use, store and transfer different kinds of personal data about you and your related parties, which we have categorised as follows:

- **Identity Data** includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.
- **Contact Data** includes billing address, delivery address, email address, fax and telephone numbers.
- **Financial Data** includes bank account and payment card details.

- **Transaction Data** includes details about payments to and from you and other details of products and services you have purchased from us or other transactions or activities which you have contemplated to enter into with us (or our affiliates) or which you have entered into with us (or our affiliates).
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.
- **Profile Data** includes your username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses.
- **Usage Data** includes information about how you use our website, products and services.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.

We also collect, use and share **Aggregated Data** such as statistical or demographic data for any purpose. Aggregated Data could be derived from your personal data but is not considered personal data in law as this data will **not** directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy policy.

We do not collect any **Special Categories of Personal Data** about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

When personal data is being provided by you (or by a third party or person on your behalf), such personal data may be about you or about related third parties or persons which are related to you (such as, without limitation, your beneficial owners, your authorised signatories or mandated parties, proxy(ies), delegated parties or agents and other related parties) and the expression “your personal data” shall be construed accordingly throughout this Policy. In such cases, we shall assume and shall be (and remain) fully entitled to rely on the fact that you are duly authorised to disclose such personal data on behalf of such party(ies) or person(s) in any event, whether it is on a pre-contractual basis or upon execution.

### If you fail to provide personal data

Where we need to collect personal data by law and regulation, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have entered into with you or are trying or intending to enter into with you (for example, to provide you with certain products or goods or perform certain services, transactions or activities). In this case, we may have to cancel, suspend or terminate a product, transaction, activity or service you have entered into (or have contemplated to enter into) with us but we will notify you if this is the case at the time.

### 3. How is your personal data collected?

We use different methods to collect data from and about you and your related parties including through:

- **Direct interactions.** You may give us your Identity, Contact and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
  - apply for our products or services;
  - create an account on our website;
  - subscribe to our service or publications;
  - request marketing material to be sent to you;
  - enter a competition, promotion or survey; or
  - give us feedback or contact us.
- **Automated technologies or interactions.** As you interact with our website, we will automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies.
- **Third parties or publicly available sources.** We will receive personal data about you (and your related parties) from various third parties and public sources as set out below:
  - Technical Data from the following parties:
    - (a) analytics providers such as Google and Baidu based outside the EU;
    - (b) search information providers such as Google and Baidu based outside the EU.
- Contact, Financial and Transaction Data from providers of technical, payment and delivery services both inside and outside the EU.

- Identity and Contact Data from data brokers or aggregators, both inside and outside the EU.
- Identity and Contact Data from publicly available sources, such as the relevant national Company and Commercial Register based both inside and outside the EU.

Please note that the only channels of communication authorized and approved by us are:

- Postal Mail (including registered mail) addressed to ICBC,
- E-mails addressed to authorised ICBC representatives,
- Hand to hand delivery to ICBC representatives,
- Professional phone numbers, including as the case may be recorded telephone lines, and
- Secured messaging system through the dedicated e-banking system of ICBC.

These communication means have been selected and authorized by us because they are subject to our control and are internally monitored in order to offer an appropriate level of personal data protection. The use of others communication channels, such as social media, are strictly prohibited for professional communications. As a consequence, we will not take into account any professional contact undertaken through any social media, or, as the case may be, redirect the communication to one of the selected and approved communication channels.

#### **4. How we use your personal data**

We will only use your personal data when the laws and regulations allow us to. Most commonly, we will use your personal data in the following circumstances:

- Where this data is necessary in order to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where this data is necessary in order to comply with a legal obligation.

Please see the GLOSSARY below and in particular the definition of LAWFUL BASIS to find out more about the types of lawful basis that we will rely on to process your personal data.

Generally, we do not rely on consent as a legal basis for processing your personal data although we will get your consent before sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by contacting us.

### Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal basis we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful grounds depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new customer	(a) Identity (b) Contact	Performance of a contract with you
To process and deliver your order including: (a) Manage payments, fees and charges (b) Collect and recover money owed to us	(a) Identity (b) Contact (c) Financial (d) Transaction (e) Marketing and Communications	(a) Performance of a contract with you  (b) Necessary for our legitimate interests (to recover debts due to us)
To manage our relationship with you which will include: (a) Notifying you about changes to our terms or privacy policy (b) Asking you to leave a review or take a survey	(a) Identity (b) Contact (c) Profile (d) Marketing and Communications	(a) Performance of a contract with you  (b) Necessary to comply with a legal obligation  (c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)
To enable you to participate in a prize draw, competition or complete a	(a) Identity (b) Contact	(a) Performance of a contract with you  (b) Necessary for our legitimate

survey	(c) Profile (d) Usage (e) Marketing and Communications	interests (to study how customers use our products/services, to develop them and grow our business)
To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Identity (b) Contact (c) Technical	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise)  (b) Necessary to comply with a legal obligation
To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications (f) Technical	Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)
To use data analytics to improve our website, products/services, marketing, customer relationships and experiences	(a) Technical (b) Usage	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To make suggestions and recommendations to you about goods or services that may be of interest to you	(a) Identity (b) Contact (c) Technical (d) Usage (e) Profile (f) Marketing and Communications	Necessary for our legitimate interests (to develop our products/services and grow our business)



## **Marketing**

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising.

### **Promotional offers from us**

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you (we call this marketing).

You will receive marketing communications from us if you have requested information from us or purchased services from us and you have not opted out of receiving that marketing material.

### **Third-party marketing**

We will get your express opt-in consent before we share your personal data with any third party for marketing purposes.

### **Opting out**

You can ask us or third parties to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a product/service purchase, warranty registration, product/service experience or other transactions.

## **Cookies**

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

## **Change of purpose**

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

## 5. Disclosures of your personal data

We may share your personal data with the parties set out below for the purposes set out in the table above.

- Internal Third Parties as set out in the *Glossary*.
- External Third Parties as set out in the *Glossary*.
- Third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy policy.

We require all third parties to respect your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

## 6. International transfers

We share your personal data within ICBC Group. This will involve transferring your data outside the European Economic Area (EEA).

Whenever we transfer your personal data outside of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission. For further details, see [European Commission: Adequacy of the protection of personal data in non-EU countries](#).
- Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe. For further details, see [European Commission: Model contracts for the transfer of personal data to third countries](#).
- Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between Europe and the US. For further details, see [European Commission: EU-US Privacy Shield](#).

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.

## **7. Data security**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidence or to a secrecy or confidentiality obligation.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any competent regulator of a breach where we are legally required to do so.

## **8. Data retention**

### **How long will you use my personal data for?**

We will only retain your personal data for as long as reasonably necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

In some circumstances we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

## **9. Your legal rights**

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These rights are set out in the Glossary and include:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.

- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Right to withdraw consent.

If you wish to exercise any of the rights set out above, please contact us via email: [data.protect@eu.icbc.com.cn](mailto:data.protect@eu.icbc.com.cn)

In accordance with applicable regulation, in addition to your rights above, you are also entitled to lodge a complaint with the CNIL.

### **No fee usually required**

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

### **What we may need from you**

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

### **Time limit to respond**

We try to respond to all legitimate requests within one month. Occasionally it could take us two months if your request is particularly complex or you have made a number of requests. In this case, we will notify you within one month and keep you updated.

## **10. Glossary**

### **LAWFUL BASIS**

**Legitimate Interest** means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us.

**Performance of Contract** means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

**Comply with a legal obligation** means processing your personal data where it is necessary for compliance with a legal obligation that we are subject to.

## PERSONAL DATA

**Personal data** means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

## THIRD PARTIES

### Internal Third Parties

Other companies in the ICBC group acting as controllers or processors and who are based in the People's Republic of China and provide software and application and administration support.

### External Third Parties

Professional advisers acting as processors or joint controllers including lawyers, bankers, auditors and insurers based in the People's Republic of China who provide consultancy, banking, legal, insurance, auditing and accounting services.

## YOUR LEGAL RIGHTS

You have the right to:

**Request access** to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

**Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

**Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we

may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal or technical reasons which will be notified to you, if applicable, at the time of your request.

**Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

**Request restriction of processing** of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:

- If you want us to establish the data's accuracy.
- Where our use of the data is unlawful but you do not want us to erase it.
- Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
- You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

**Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

**Withdraw consent at any time** where we are relying on your consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.