

## PRIVACY NOTICE

This privacy notice (the “Privacy Notice”) applies to all personal information processing activities carried out by The Industrial and Commercial Bank of China (London) plc and the Industrial and Commercial Bank of China Limited, London Branch (ICBC).

In this notice, references to (“**ICBC**”, “**we**”, “**our**”, or “**us**”) are references to The Industrial and Commercial Bank of China (London) plc and the Industrial and Commercial Bank of China Limited, London Branch.

ICBC is a data controller in respect of personal information that we process in connection with our business (including the products and services that we provide).

We respect individual’s rights to privacy and to the protection of personal information. The purpose of this Privacy Notice is to explain how we collect and use personal information in connection with our business. “Personal information” means information about a living individual who can be identified from that information (either by itself or when it is combined with other information). We may update our Privacy Notice from time to time. When we do, we will communicate any changes to you and publish the updated Privacy Notice on our website. We would encourage you to visit our website regularly to stay informed of the purposes for which we process your information and your rights to control how we process it.

This Privacy Notice contains information on:

- what personal information we collect (see section 1);
- what we do with that information (see section 3);
- who we share the information with (see section 4); and
- what rights you have (see section 8).

### **1 The types of personal information we collect**

**1.1** We will collect and process various categories of personal information at the start of, and for the duration of, your relationship with us. We will limit the collection and processing of information to information necessary to achieve one or more legitimate purposes as identified in this notice. Personal information may include:

- basic personal information, including name and address, date of birth and contact details;
- financial information, including account and transactional information and history;
- information about your family, lifestyle and social circumstances (such as marital status, the name of your spouse or partner and children);
- information about your financial circumstances, including personal wealth, proof of income and expenditure;
- education and employment information;
- visual images and personal appearance (such as copies of passports or CCTV images);
- tax residency information including your tax number;

- records of our interactions with you, including in respect of the accounts, products and services you use, our correspondence with you, and recordings of phone calls with you;
  - account information with ICBC including identifiers we assign to you, such as an account number and client number;
  - online profile information and activity, based on your interaction with us and our websites and applications, including for example your banking profile, login information, records of the data that your browser transmits (including the date and time of your website access, the transmitted data volume and the performance of the access, your web browser, browser language, and IP address); and,
  - specimen signatures.
- 1.2** We may also process certain special categories of information for specific and limited purposes, such as detecting and preventing financial crime or to make our services accessible to customers. We will only process special categories of information where we've obtained your explicit consent or are otherwise lawfully permitted to do so (such as information relating to criminal convictions or offences;
- 1.3** In specific cases, we collect this information from public bodies, public registers, and other third-party sources, such as other members of the ICBC Group, tracing agencies, fraud prevention agencies, and intermediaries that facilitate data portability;
- 1.4** Where you instruct a Third Party Provider (TPP), such as to give you consolidated information on payment accounts held by you with us, or to initiate online payments on your behalf on your online payment accounts, we will collect personal information from the TPP;
- 1.5** Depending on the account, product or service we provide to you, we also collect information about other card holders or account holders associated with your account, business partners (including other shareholders or beneficial owners), and your representatives, agents, dependants, family members, or other third parties who deposit funds into your account. Before you share their information with us, you should provide them with the information in this notice.

## **2 Legal basis for using your personal information**

Our use of personal information is permitted under applicable data protection laws because it is:

- 2.1** necessary for our legitimate interests, provided they are not overridden by your interests or fundamental rights and freedoms. Examples of these interests include when we:
- use personal information to pursue the purposes we describe in sections 3.1 to 3.9 below;
  - use personal information to exercise our rights under Articles 16 and 17 of the Charter of Fundamental Rights, including our freedom to conduct a business and right to property;
  - share personal information as described in section 4 below, to provide accounts, products and services, and provide a high standard of service across the ICBC Group; and
  - meet our accountability and regulatory requirements around the world,

(in each case where our interests are not overridden by your interests).

- 2.2** necessary for taking steps to enter into or executing a contract with you for the account, service or product you request, or for carrying out our obligations under the contract, which includes under our terms and conditions with you;
- 2.3** required to meet our legal or regulatory responsibilities, including when we conduct compliance and anti-money laundering checks we refer to in section 3.1 below, and when we are obliged to make disclosures to authorities, regulators and government bodies;
- 2.4** necessary for performing tasks carried out in the public interest;
- 2.5** when we use special categories of personal information, necessary for establishing, exercising or defending legal claims or where we use personal information that you have manifestly made public;
- 2.6** processed with your consent which we obtain from you from time to time in limited circumstances, or processed with your explicit consent in the case of special categories of personal information; and,
- 2.7** Where the personal information we collect from you is required to meet our legal or regulatory obligations or enter into an agreement with you, if we cannot collect the information, we may be unable to on-board you as a customer and/or provide accounts, products or services to you (in which case we will inform you accordingly).

### **3 Using your personal information for certain purposes**

We use your personal information to:

- 3.1** onboard you as a customer, which includes enabling us to assist you in selecting and applying for any account product or service, verifying your identity, evaluating your application, and conducting legal and other regulatory compliance checks including to comply with anti-money laundering regulations, and prevent fraud;
- 3.2** provide you with selected accounts, products and services, including opening, operating and collecting on your account, meeting your payment and other instructions, and otherwise fulfilling our obligations under the terms and conditions of your account, product or service;
- 3.3** contact you and communicate with you in relation to the account, product or service you receive, handle queries and complaints, locate you, facilitate recovery of debts, and close your account in accordance with our terms and conditions with you if it remains inactive or dormant;
- 3.4** meet our on-going legal or regulatory obligations, including in relation to anti-money laundering and tax laws, the monitoring and recording of communications, making disclosures to public authorities and regulators, and investigating or preventing crime;
- 3.5** understand your needs and recommend to you appropriate accounts, product and services, including any additions, expansions, suspensions and replacements of or to such products, services and banking facilities;
- 3.6** take steps to improve our accounts, products and services, and our use of technology, including by testing our systems and processes and upgrading them;
- 3.7** take steps to ensure the safety of our customers, employees and other stakeholders;

- 3.8** carry out internal audits (including for security reasons), statistical analysis, and record keeping activities; and
- 3.9** further the ICBC Group's prudent operational management (including credit and risk management, insurance, audit, systems and products training).

## **4 Sharing your personal information**

### **4.1 Service providers**

We share personal information with third parties who provide service to us. These third parties include members of the ICBC Group (see section 4.2), as well as service providers outside the ICBC Group such as providers of client on-boarding services (including GoldTier Technologies), IT services (including Iomart), communication and marketing services, debt collection, tracing, debt recovery, fraud prevention, and others.

When we share personal information with service providers we take reasonable steps to ensure they protect your personal information to an appropriate standard.

### **4.2 The ICBC Group**

We share personal information with other members of the ICBC Group, in connection with the provision of accounts, products and services to you. These members of the ICBC Group provide us with various IT and other administration services supporting our business. This allows us to provide a high standard of service across the ICBC Group. More information about the members of the ICBC Group who receive your personal information can be found in section 7.

### **4.3 Third Parties involved in Transactions**

We also share personal information with other third parties who are involved in or have an interest in a transaction. These parties include, where applicable to the accounts, product or service you receive:

- recipients and beneficiaries of payments, intermediaries, and other banks;
- a third party provider (TPP) that you have authorised to give you information on accounts held with us or to initiate payments on your behalf;
- specialised payment institutions or companies e.g. SWIFT; and
- other financial institutions.

### **4.4 Public bodies and regulators**

We disclose personal information, where appropriate, to fraud prevention and law enforcement agencies to prevent crime, and to other public authorities, regulators or governmental bodies, including when required by legislation or by agreement with the relevant authority, under a code of practice or conduct, or when the authority or body require us to do so.

### **4.5 Other disclosures**

We disclose personal information in the context of corporate activities, including if there is a change in ownership of our business or if our business is re-organised, so that you can continue to receive accounts, products and services. We may also disclose personal information to a potential purchaser who is evaluating whether to purchase our business

(in which case we will take steps to ensure that the potential purchaser keeps information secure).

If you exercise your right to data portability, we may (depending on your request) disclose your personal information to an intermediary that facilitates data portability.

We share personal information where required to exercise or protect legal rights, including ours and those of our employees or other stakeholders, or in response to requests from individuals who seek to protect their legal rights or legal rights of others.

## **5 Storing your personal information**

- 5.1** By providing you with products or services, we create records that contain your information, such as customer account records, activity records and tax records. Records can be held on a variety of media (physical or electronic) and formats.
- 5.2** We manage our records to help us to serve our customers well (for example for operational reasons, such as dealing with any queries relating to your account) and to comply with legal and regulatory requirements. Records help us demonstrate that we are meeting our responsibilities and to keep as evidence of our business activities.
- 5.3** Retention periods for records are determined based on the type of record, the nature of the activity, product or service, and the applicable local legal or regulatory requirements. We normally keep customer account records for 7 years after your relationship with the bank ends. Retention periods may be changed from time to time based on business or legal and regulatory requirements.

## **6 Communications about your account**

- 6.1** We will contact you with information relevant to the operation and maintenance of your account (including updated information about how we process your personal information), by a variety of means including via online banking, mobile banking, post and/or telephone. If at any point in the future, you change your contact details you should tell us promptly about those changes.
- 6.2** We may monitor or record calls or other communications in accordance with applicable laws.

## **7 Transferring your personal information internationally**

Data protection laws in the European Economic Area (EEA) require additional compliance steps for sending personal information abroad. These compliance steps help ensure that the same level of protection is applied to personal information once it leaves the EEA.

As our head office is in China, personal information is transferred to China for the purposes of key services provided to us by our head office, including IT and account management services and other services we refer to in section 4 above.

We also transfer personal information to other ICBC offices abroad, for services they provide to us. A list of the countries in which ICBC operates (inside and outside the EEA) can be found here: <http://www.icbc-ltd.com/ICBCLtd/About%20Us/Global%20Websites/>

We take compliance steps so that such international recipients are subject to appropriate measures designed to protect personal information. Details of these measures can be obtained by contacting us at the address at the end of this notice.

## **8 Your data protection rights**

You have the data protection rights listed below. ICBC will consider requests to exercise these rights under applicable data protection laws, but these rights are not absolute (they do not always apply and exemptions may be engaged):

- You have a right to ask ICBC to rectify inaccurate personal information we collect and process, and the right to request restriction of your personal information pending such a request being considered;
- Where your personal information is processed on the basis of your consent, you have the right to withdraw that consent at any time;
- You can ask us to stop processing your personal information, or request deletion of your personal information;
- If we use your information to market directly to you, your right to object extends to that direct marketing, including profiling to the extent it is related to such marketing;
- Where we rely on your consent for using personal information, or where our use of personal information is necessary to enter into or perform under a contract with you, you may have the right to request your personal information be ported to you or to another data controller;
- You have the right to ask ICBC for a copy of your personal information.

You can exercise the rights set out above using the details in section 9 of this notice.

## **9 Exercising your data protection rights; complaints**

If you would like to speak to us about how we use your personal information, you can do this by contacting us at the details at the end of this notice.

If you are not satisfied with our response, you have the right to complain to the data protection authority in the jurisdiction where you live or work, or in the place where you think an issue in relation to your data has arisen. In the UK, the data protection authority is the Information Commissioner's Office. Their details are available at [www.ico.org.uk](http://www.ico.org.uk)

## **10 Status of this privacy notice**

This is a notice explaining what ICBC does with personal information. It does not contractually bind ICBC or any other party. It was last updated in June 2022.

We reserve the right to update it from time to time. If we update the notice, we will take steps to inform you of the update by appropriate means. These means will depend on how we normally communicate with you.

## 11 Contact information

ICBC London (plc)  
81 King William Street  
London  
EC4N 7BG

Or [for Business customers only]

Industrial and Commercial Bank of China Limited, London Branch  
81 King William Street  
London  
EC4N 7BG

How to contact us:	
Call	From the UK: 02073 97 8888  From Overseas: +44 2 073 97 8888
Visit us	ICBC (London) plc 81 King William Street London EC4N 7BG  Or [for Business customers only]  Industrial and Commercial Bank of China Limited, London Branch 81 King William Street London EC4N 7BG  Our business hours: Monday-Friday 9.30 – 4pm.
Write to us	Customer Services ICBC (London) plc 81 King William Street London EC4N 7BG  Or [for Business customers only]  Industrial and Commercial Bank of China Limited, London Branch 81 King William Street London EC4N 7BG
Email us	<<privacy@icbclondon.com>>  (We strongly recommend you do not use email to give us confidential information)