

Personal Data Protection Policy

We protect your data, you decide how we process them

Personal Data Protection Legislation will change very soon and we will inform you on the details below, as well as remind you how we process your personal data in BBVA.

Who is the data controller of your personal data?

Banco Bilbao Vizcaya Argentaria, S.A. ("BBVA") with registered office at Plaza de San Nicolás, 4, 48005, Bilbao Spain.

Who is the BBVA Data Protection Officer and how can you get in touch with him?

The Data Protection Officer is the person in charge of protecting the fundamental right to personal data protection in BBVA and is responsible for compliance with data protection regulations. You can contact BBVA's Data Protection Officer by sending an email to the following address: dpogrupobbva@bbva.com

What do we use your personal data for?

At BBVA we process your personal data to manage the relationship we maintain with you, whether as a stakeholder because you have expressed your interest in receiving information and be updated.

If you are an investor, we inform you that the information subject to processing refer to you as a legal representative or contact person.

If you signed up to the subscription service available through the website, we process your data for the management and delivery of such communications, just as you have configured the service.

Why do we use your personal data?

The legal basis that allows us to process your personal data as a stakeholder and investor is the contractual relationship with BBVA (as owner of BBVA's shares) as well as the fulfillment of obligations imposed by laws and regulations, among them, the Royal Legislative Decree 1/2010, of July 2, which approves the revised text of the Capital Companies Act.

In the case of the subscription service, you gave your consent when registering in it.

How long will BBVA keep your data?

We will keep your personal information for as long as your status as a stakeholder and investor lasts. Once you are not a stakeholder of BBVA, we will keep your personal data blocked for 10 years by regulations for the prevention of money laundering and financing of terrorism. After the aforementioned deadline, we will destroy your data.

The data related to the subscription service will be kept until you communicate the cancellation of the service. Once unsubscribed, we will delete your data. You can unsubscribe at any time through <https://shareholdersandinvestors.bbva.com/login/>

To whom will we communicate your data?

We will not pass on your personal data to third parties unless we are required to do so by law.

To be able to provide an adequate service and manage the relationship we maintain with you, certain companies that provide services to BBVA may have access to your personal data. In the event that international data transfers are made, these shall be made to countries with a level of protection comparable to that of the European Union (Decisions issued by the European Commission, standard contractual clauses and certification mechanisms). For more information, you can contact BBVA's Data Protection Officer at the following e-mail address: dpogrupobbva@bbva.com.

What are your rights when you provide us with your details?

RIGHT	CONTENTS	SERVICE CHANNELS
Access	You will be able to consult your personal data included in BBVA files	<p><u>If you are Stakeholder:</u> accionistas@bbva.com</p> <p><u>If you are investor:</u> bbvainvestorrelations@bbva.com</p> <p><u>If you are a subscriber</u> of newsletter service of the web you should manage the data of your account, directing https://shareholdersandinvestors.bbva.com/login/</p>
Rectification	You can modify your personal data if they are inaccurate	
Suppression	You may request your personal data be deleted	
Opposition	You may request that your personal data not be processed	
Limitation of processing	<p>You can request a limitation on the processing of your data in the following cases:</p> <ul style="list-style-type: none"> - While the dispute over the accuracy of your data is being checked. - When the processing is illegal, but you object to your data being erased. - When BBVA does not need to process your data but you need it to exercise or defend claims. - When you have objected to your data being processed to undertake a task in the public interest or to satisfy a legitimate interest, while checking whether legitimate reasons for processing prevail over your own. 	
	You will be able to receive, in electronic format, the personal data you have provided to us and	

Portability	those obtained from your contractual relationship with BBVA, as well as to transmit them to another entity.	
<p>We inform you that the channels for the exercise of rights as a BBVA Client are different. Can consult them at www.bbva.es.</p> <p>If you believe that we have not processed your personal data in accordance with the regulations, you can contact the Data Protection Officer at the following address dpogrupobbva@bbva.com</p> <p>Nevertheless, you may submit a complaint to the Spanish Data Protection Agency (www.agpd.es)</p>		
To exercise your rights, attach a copy of your ID card or equivalent document accrediting your identity to your application.		
These rights can be exercised at no cost.		