



Personal data processing

WHO IS RESPONSIBLE FOR PROCESSING YOUR PERSONAL DATA?

Banco Bilbao Vizcaya Argentaria, S.A. ("BBVA") with registered headquarters at Plaza de San Nicolás, 4, 48005, Bilbao, Spain. E-mail address: accionistas@bbva.com

WHO IS THE BBVA DATA PROTECTION OFFICER AND HOW CAN YOU CONTACT THEM?

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

WHAT PERSONAL DATA OF YOURS DOES BBVA PROCESS?

BBVA may process your data as shareholder (natural person) when you participate in the processes available related to the BBVA General Shareholders' Meeting, as follows: name, surname(s), ID (DNI, passport or any other indicated in the procedure), your shareholder account, number of shares, and your image and voice (together with your name and surname(s) if you attend and speak at the BBVA General Shareholders' Meeting.

If you delegate your rights as shareholder (natural person) to a proxy, you will be allowing your proxy to process your personal data to exercise your rights as shareholder at the BBVA General Shareholders' Meeting, including those of attending (in person or remotely), voting, speaking and the right to information.

If you act as a representative of a shareholder, whether a natural or legal person, when you participate in the processes related to the BBVA General Shareholders' Meeting, BBVA may process the following personal data: name, surname(s), ID (DNI, passport or any other indicated in the process), as well as your image and voice (together with your full name) if you attend and speak at the BBVA General Shareholders' Meeting.

HOW DID WE OBTAIN YOUR PERSONAL DATA?

We obtained your personal data, whether as shareholder (natural person) or representative of a shareholder (legal person) through the depository institutions in accordance with applicable law, or when you have provided us with them.

If you have been nominated by a shareholder (natural person) to represent him or her at the BBVA General Shareholders' Meeting, we inform you that your personal data have been provided by the shareholder you represent.

WHAT DO WE USE YOUR PERSONAL DATA FOR?

Whether you are a shareholder (natural person) or a proxy representative of a shareholder who is a natural or legal person, BBVA processes your personal data with the aim of managing the development, compliance and control of the shareholder relation with respect to calling, holding and broadcasting the General Meeting, including the exercise or delegation of your rights to attend, receive information, vote, speak or participate in the Electronic Shareholder Forum, and to comply with any other legal obligations arising from convening and holding the BBVA General Shareholders' Meeting.



If you attend the BBVA General Shareholders' Meeting and/or speak in any way at it, we hereby inform you that you will be recorded and broadcast, and your image and voice will be processed with the aim of managing the audiovisual recording and public broadcasting of the BBVA General Shareholders' Meeting.

ON WHAT GROUNDS DO WE USE YOUR PERSONAL DATA?

The legal basis which allows BBVA to process your personal data, whether you are shareholder (natural person), or a representative of a shareholder who is a natural or legal person, is compliance with the obligations imposed by the laws, including Royal Legislative Decree 1/2010, of 2 July, approving the consolidated text of the Corporate Enterprises Act (Ley de Sociedades de Capital).

The legal basis for processing your image and voice, if you attend and speak in any way at the BBVA General Shareholders' Meeting, is your statement of your desire to attend and speak.

FOR HOW LONG WILL BBVA STORE YOUR PERSONAL DATA?

We will store your personal data for as long as you are a shareholder (natural person) and/or representative of a shareholder (legal person). Once you are no longer a shareholder (natural person) and/or representative of a shareholder (legal person), we will block your data and store them for a period of 12 months, unless a sector-specific legislative act of the European Union or its transposing legislation establishes a longer period. After this period, we will destroy your data.

If you speak as a representative of a shareholder (natural person), we will store your personal data during the voting process of the BBVA General Shareholders' Meeting. Once this deadline has passed, we will block your data and store them for a period of 12 months, unless a sector-specific legislative act of the European Union or its transposing legislation establishes a longer period. After this period, we will destroy your data.

WHO WILL WE DISCLOSE YOUR INFORMATION TO?

We will not transfer your personal data as a shareholder (natural person), or representative of a shareholder who is a natural or legal person, unless we are obliged to do so by law.

Notwithstanding the above, if you as shareholder (natural person) delegate your vote to a proxy, we hereby inform you that BBVA (by means of this document) shall inform the third party to whom you have delegated your vote that you have provided your personal data to BBVA with so that the proxy can represent you at the BBVA General Shareholders' Meeting.

Your data as a shareholder (natural person), or as proxy representative of a shareholder who is a natural or legal person, will be notified, where appropriate, to the Notary with respect to the notarisation of a record of the BBVA General Shareholders' Meeting, and may be provided to third parties in the exercise of the right of information under the law, or be accessible to the public in general to the extent that they appear in the documents available on the website (www.bbva.com) or are disclosed in the BBVA General Shareholders' Meeting, which may be recorded on video and publicly broadcast on said website.



As indicated above, if you attend the BBVA General Shareholders' Meeting and/or speak at the meeting, you will be recorded and broadcast, so both your image and voice (together with your full name) may be communicated to the general public.

Certain companies that provide services to BBVA may have access to your personal data (international data transfers), in order to provide you with a good service and manage our relations with you. If international transfers of data are carried out, these transfers are made: (i) to countries with a level of protection comparable to that of the European Union (European Commission suitability decisions; (ii) through standard contract clauses; or (iii) based on other suitable guarantees provided by law. For more information, please contact the BBVA Data Protection Officer by sending an email to the following email address: dpogrupobbva@bbva.com.

WHAT ARE YOUR RIGHTS WHEN YOU PROVIDE US WITH YOUR DATA?

RIGHT	CONTENT	SERVICE CHANNELS
Access	You can check your personal data held in BBVA's files.	If you are a shareholder or proxy representative: accionistas@bbva.com
Rectification	You can modify your personal data if there are any inaccuracies.	
Erasure	You ask for your personal data to be deleted.	
Objection	You can ask for your personal data not to be processed.	
Processing restriction	You can ask for a restriction on the processing of your data in the following cases: - While any dispute over the accuracy of your data is being checked. - When such 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 assert or defend claims. - When you have objected to your data being processed in order to comply with a task in the public interest or to satisfy a legitimate interest, while it is being verified whether the legitimate reasons for processing them prevail over your own.	
Portability	You can receive an electronic version of the personal data you have provided to us, and any resulting from your contractual relationship with BBVA, and send them to another company.	

If you believe that we have not processed your personal data in accordance with the regulations, you can contact BBVA's Data Protection Officer at: dpogrupobbva@bbva.com

You can also file a complaint with the Spanish Data Protection Agency (www.aepd.es).

These rights can be exercised at no cost.