

# General Data Privacy and Protection Policy Summary

## 1. Overview

Banco Bilbao Vizcaya Argentaria, S.A.<sup>1</sup> ("**BBVA**" or the "**Bank**") is the parent company of an international financial group, consisting of legally autonomous companies, mainly engaged in banking activities and other activities directly or indirectly related to this purpose (the "**BBVA Group**" or the "**Group**").

In view of engaging in this activity, BBVA Group considers data to be a critical and strategic asset, especially in a highly complex environment, characterised by technological developments and regulatory changes. Consequently and as a result of a strategic reflection process to further develop the Group's transformation and adapt to the major trends that are changing the world and the financial industry, the Strategic Plan defined by BBVA's Board of Directors included data as one of its strategic priorities.

The following definitions apply under this Policy:

- **Privacy:** right of natural and legal persons to have their information collected, shared and used in accordance with applicable regulatory requirements. Under the concept of privacy, personal data protection is the set of measures that seek to ensure that natural persons have control over their data, and that the processing of personal data<sup>2</sup> is carried out in accordance with the applicable regulations, in view of protecting public freedoms and the fundamental rights of data subjects<sup>3</sup>.
- **Data:** any specific information relating to a natural person (identified or identifiable) or legal person, which the Group processes in some way.
- **Data processing:** any (automated or not) operation or technical procedure that enables the collection, retention, preparation, alteration, consultation, use, cancellation, blocking or deletion of data, as well as the assignments of data resulting from communications, consultations, interconnections and transfers.

## 2. Purpose and scope

### 2.1. Purpose

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<sup>1</sup> Banco Bilbao Vizcaya Argentaria, S.A., as the parent company of BBVA Group.

<sup>2</sup> Personal data: any information about an identified or identifiable natural person whose identity can be determined, directly or indirectly, either by means of an identifier (for example, a name, an identification number, location data or an online identifier) or one or more elements specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person.

<sup>3</sup> natural or legal person to whom the data refers

This Policy establishes the general principles and basic management and control guidelines applicable to the Group as regards the privacy and data protection of natural and legal persons in the processes and data processing carried out within BBVA Group, as per applicable legislation.

## 2.2. Scope

This Policy applies to BBVA and the Group companies over which the Bank has management control (the "**Group Entities**" or "**Entities**") and extends to all data of natural and legal persons (customers, non-customers, employees, shareholders, suppliers, partners, etc.) which BBVA and the Group Entities process in any way.

# 3. General principles

BBVA Group performs its activities on the basis of the following general principles:

- Integrity
- Prudence in risk management
- Transparency
- Achieving a profitable and sustainable long-term business
- Creating long-term value for all stakeholders
- Compliance with the applicable legislation at any given time

Under these general principles, the principles governing data privacy and protection are as follows:

- **Principle of lawfulness of processing:** any data processing carried out within the Group will be done in a lawful manner, in accordance with the applicable legislation in each jurisdiction.
- **Principle of confidentiality:** the data must be kept and stored so as to guarantee its confidentiality. In particular, no information or data that has been accessed while performing professional duties may be disseminated, transmitted or disclosed to third parties, or used for individual interest, subject to express or contractual authorisation or if the information has been requested by an administrative or judicial authority. This obligation will continue even after the contractual relationship ends.
- **Principle of data accuracy:** the data must be at all times adequate and truthful and, when necessary, will be updated, and the proportionate measures needed to delete or rectify inaccurate data will be adopted.
- **Principle of data retention:** the data must be kept when appropriate, in accordance with the retention periods established in applicable regulations. When data retention periods are defined, the regulatory requirements of each jurisdiction will be taken into account, as well as any exceptions that may apply in each case.

In addition to the aforementioned principles, the following principles will govern the protection of personal data:

- **Principle of transparency:** measures must be established to provide data subjects<sup>4</sup> with all the information on the conditions of the data processing that affects them. The information must be provided in a concise, transparent, intelligible and easily accessible manner, in clear and simple language.
- **Principle of purpose limitation:** the data collected must be adequate, pertinent and limited in relation to the purposes for which it will be processed. The data cannot be used for purposes other than those informed, and no additional data may be processed if it is not necessary for the purposes of processing.

## 4. Provisions of the Policy

The management of data privacy and protection will be based on the following general guidelines:

Organization and governance:

- The data privacy and protection processes will be aligned with the Group's structure and goals, while always observing the commitment to preserve the privacy and protection of data subjects<sup>5</sup>, in accordance with current legislation.
- The data privacy and protection governance structure must be designed in such a way as to include the involvement of all levels of the organization with the aim of reconciling priorities, streamlining conflict resolution and fostering support for data accuracy and data protection<sup>6</sup>.
- The roles and responsibilities of the areas involved in the Group's data privacy and protection governance will be defined by applying proactive responsibility and promoting the necessary measures to boost privacy and protection.

Control:

- The standards and procedures for data management and privacy will be periodically assessed to ensure compliance. The controls required to promote and assess proper implementation will be incorporated into the Group's global control frameworks.
- In order to ensure that the data is suitable for its purpose, data categories will be defined for its segmentation according to its level of confidentiality and criticality.
- Specific metrics and controls will be defined to determine the effectiveness of data privacy and protection measures, with the aim of measuring their risks and establishing a continuous improvement process.

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<sup>4</sup> natural or legal person to whom the data refers

<sup>5</sup> natural or legal person to whom the data refers

<sup>6</sup> In order to develop the General Policy BBVA has issued a Standard related to Personal Data Protection. The purpose of the standard is to establish the guidelines that will govern the protection of personal data, as well as the main responsibilities of the areas involved in the data.

The concept of privacy by design is included (the Entity must consider the requirements for the protection of personal data from the moment a product, service, application, etc. is designed or planned, defining and incorporating the necessary organizational, legal and technical measures), among other aspects.

Additionally, the concept of privacy by default (also included in the Standard) establishes that measures must be taken to ensure that all data processing carried out in the Entity only involves the personal data essential for each of the specific purposes of processing, both in terms of the amount of data collected, and its retention period and its accessibility.

Training:

- Periodic training will be delivered to ensure that all members of the Group are aware of the value of information and the need for data protection and privacy.

## 5. Governance and supervision model

This Policy was approved by BBVA's Board of Directors, after consideration by the Company's Risk and Compliance Committee.

Control over the degree of compliance with both this Policy and its development will be performed in accordance with the internal risk control model established at all times by the Group, for adequate management of the risks therein. This management is structured on the basis of three lines of defense, independent of each other. The control functions will cooperate actively and regularly in supervising the implementation of this Policy, in accordance with the powers conferred on them.

## Additional information related to Data Privacy and Protection

### **Natural and legal persons (customers, non-customers, employees, shareholders, suppliers, partners, etc.) rights**

BBVA provides right to access, rectification, deletion, opposition, limitation of processing and portability of data.

BBVA does not collect personal data from third parties (except when required by law or it is lawful according to it).

Personal data is kept for the time necessary to achieve the fulfillment of the purpose for which the data is collected. In addition, personal data is kept for a period of additional time whenever it is necessary for the fulfillment of any legal obligation, contractual or for the exercise of the right of defense of the Entity, keeping them blocked when the applicable local regulation so provides.

The designated person or department that employees can reach out to in case of any privacy issues or concerns is the BBVA Data Protection Officer (DPO) that can be contacted through the DPO's email address available in each country.

In case of breach of the Data Privacy and Protection Policy which might be constitutive of a breach of employment contract, BBVA has in place a disciplinary system that can lead to sanctions including termination of the employment, as appropriate, and in accordance with the applicable laws.

Failure to comply with the obligations of professional secrecy regulated herein and the regulations on the Protection of Personal Data may give rise to the imposition of disciplinary sanctions provided for in the Collective Banking Agreement, regardless of civil liability for damages and damages that, likewise, could correspond to it.

In order to verify compliance with data privacy and Protection Policy and to assess the effectiveness of the internal control measures implemented to mitigate this risk, obligated entities<sup>7</sup> are periodically subject to independent reviews by the Internal Audit area.

## **Training**

BBVA defines, provides and periodically reviews internal training and awareness-raising actions regarding protection of personal data, which allows employees (full-time and part-time) to know their obligations, and additionally, to comply with regulatory training requirements.

The suppliers that provide services through contractors (individuals) will implement training and awareness plans regarding information security, including all employees who provide services to BBVA. The supplier must explicitly develop an awareness plan regarding the importance of personal data and the confidentiality of the same. The supplier must explicitly implement a training plan regarding the importance of secure code development.

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<sup>7</sup> Entities: all the companies that make up BBVA Group and over which the Bank has management control, and to which this Policy applies.