

## **INFORMATION OF UBB ASSET MANAGEMENT AD FOR PROCESSING OF PERSONAL DATA**

The protection of Your personal data is important to us. We have undertaken the necessary organizational and technological measures to process Your personal data in a lawful, appropriate and transparent manner. In the present information of MC "UBB ASSET MANAGEMENT" AD for personal data processing it is clarified what personal data of Yours will be processed, for what purposes and on what grounds, what recipients we could provide them to, and for what period we keep them.

We encourage You to read this information carefully to learn more about how Your personal data are processed as a client, potential customer, person related to our client, co-contractor, contact person, representative of a legal entity or other interested party. No matter for what purposes and on what basis Your personal data are processed, MC "UBB ASSET MANAGEMENT" AD will treat them with equal care. This document also contains information about Your rights and the ways in which You can exercise them.

It is possible that MC "UBB ASSET MANAGEMENT" AD will update the present information for processing of personal data and the latest version can be found at [www.ubb.bg](http://www.ubb.bg) and [www.ubbam.bg](http://www.ubbam.bg). MC "UBB ASSET MANAGEMENT" AD will notify You of any substantial changes to the present information on its website or through another communication channel.

More information about the Bulgarian legislation on the protection of personal data can be found on the website of the Commission for Personal Data Protection: [www.cdpd.bg](http://www.cdpd.bg)

### **1. About the company**

**MC "UBB ASSET MANAGEMENT" AD (hereinafter referred to as MC / company),  
UIC 131239768, Sofia, 89B Vitosha Blvd. For questions related to the processing of  
personal data, please contact the person responsible for personal data protection at  
dpoubbam@ubb.bg.**

**MC "UBB ASSET MANAGEMENT" AD**, acting in its capacity of a personal data Controller, carries out its activities in strict compliance with the requirements of the Personal Data Protection Act and Regulation (EC) 2016/679 of the European Parliament and of the Council on the protection of individuals with regard to the processing of personal data and the free movement of such data in order to ensure the confidentiality and lawful processing of Your personal data. **MC "UBB ASSET MANAGEMENT" AD** is part of the KBC Group. **KBC Group** is a banking and insurance group of companies that co-operate in creating and distributing banking, investment and insurance products and offering financial services related to these products. KBC Group in Bulgaria also includes the following companies: "United Bulgarian Bank" AD, "DZI - General Insurance" EAD, "DZI - Life Insurance" EAD, "UBB Interlease" AD, "UBB Life Insurance" EAD, "UBB Insurance Broker" EAD and "UBB Factoring" EOOD. The main target groups of KBC Group are clients of individuals, small and medium enterprises and corporate clients. KBC Group operates mainly in Belgium, the Czech Republic, Slovakia, Hungary, Bulgaria and Ireland.

The **MC** is a controller with respect to the personal data of its clients.

## 2. Definitions

**a. "Personal data"** means any information pertaining to a natural person /data subject/ that is identified or can be identified, directly or indirectly, by an identifier such as: name, personal identification number, location information, gender, address, telephone number, an online identifier, or one or more features specific to that individual's physical, physiological, genetic, mental, mental, economic, cultural or social identity.

**b. "Processing of personal data"** is any action or set of actions performed with personal data by automated or other means such as collecting, recording, organizing, structuring, storing, adapting or altering, retrieving, consulting, using, disclosing by transmission, distribution or another way in which data becomes available, arranged or combined, limited, erased or destroyed.

## 3. Rights of the Data Subjects

If You are a person whose personal data are being processed by the MC, pursuant to the General Data Protection Regulation in force as from 25.05.2018, You have the following rights that You can exercise by visiting an MC's office as well as in the branches of UBB AD.

**a. Right of access** - At Your request, as a data subject, the MC is required to provide You with information about the categories of personal data You are associated with that are collected and processed by it as well as about the purposes for which they are processed for the recipients or the category of recipients to whom Your personal data are provided, of the sources from which the data were obtained, except when they were collected directly from You.

**b. Right of rectification, suspension of processing (imposing of restrictions on processing and / or erasure)** - Upon Your request, the MC is obliged to rectify, erase or suspend the processing of your personal data if there is a case in which processing is unlawful. In such cases, the MC shall notify any third party to which Your personal information has been disclosed of any rectifications and erasures it has made as well as the cases in which the processing of Your personal data is suspended.

**c. Right to data portability** - As a data subject, You have the right to request the personal data You have provided to the MC in the commonly used, structured and machine-readable format and You are entitled to transfer / transmit those data to another Controller without the MC as the data controller to whom You have provided Your data to create any obstacles where the reason for the processing of Your personal data is consent or contractual obligation and the processing of Your personal data is automated.

**d. Right to object** - As a data subject, You have the right to object to the processing of Your personal data when the processing of Your data is grounded on the legitimate interest of the MC. The MC shall examine the objection and provide You with its written opinion within 30 days, unless an extension of the time limit is necessary for which the MC shall notified You promptly. After reviewing the objection, the MA will terminate the processing of Your personal data in principle and will inform all interested parties to whom the personal data have been transmitted of the objection received and of the measures undertaken in this regard. In some cases, however, the MC has an irrevocable legal basis to continue processing Your personal data even after receiving your objection (for example, in cases of lawsuits, suspected fraud, etc.). In these hypotheses, MC is contacted by You to clarify the reasons why it will

continue processing Your personal data. If Your objection concerns the processing of personal data for direct marketing, the MC will unconditionally suspend processing for that purpose.

**f. Right to withdraw your consent** to the processing of personal data for the purposes stated in the Declaration of Consent. Withdrawal can be made by submitting a Withdrawal Declaration in a form provided in the office of the MC, as well as in the branches of UBB AD.

**g. Right to appeal** to the Personal Data Protection Commission (CPDP) - As a data subject, You have the right to file a complaint with the Personal Data Protection Commission (CPDP) against any action of the MC in relation to the processing of Your personal data.

In cases where You are exercising Your rights as a data subject, it is necessary to provide a detailed description of Your request in the application submitted to the MC. When exercising Your rights, the MC needs to verify Your identity so that someone else is trying to appear as You. For this purpose, an employee of the MC or UBB AD may ask for Your ID card or other identification document when providing You with the information requested.

You may ask in writing with Your inquiries various questions related to the processing of Your personal data by the MC, both in our office and branches of UBB AD, as well as electronically at [dpoubbam@ubb.bg](mailto:dpoubbam@ubb.bg).

If you do not agree with the MC's opinion on the submitted request or wish to receive more information, please visit the website of the Commission for Personal Data Protection: [www.cdpd.bg](http://www.cdpd.bg), where you could file a complaint.

In cases where the MC has received Your personal data from third parties, i.e. Central Depository AD ([www.csd-bg.bg](http://www.csd-bg.bg)) and processes them for its own purposes, you may file a complaint against the actions of these third parties directly to them.

The exercise of your rights can not be opposed to the provision of Your personal data to the competent authorities for the prevention, investigation and detection of criminal offenses.

#### **4. Types of processed personal data**

MC may process different types of personal data related to Your physical, social or economic identity. Data can be obtained from You as a data subject as well as from third parties.

##### **4.1. The MC can process different types of data, depending on the purpose of the processing, such as:**

###### **A) Basic data**

*a) Based on the requirements of the Law on Measures against Money Laundering:*

- All data from an identity document (including a copy of the latter);

*b) Based on the requirements of the Law on the Activity of the Collective Investment Schemes and of Other Collective Investment Undertakings, as well as of Ordinance No. 44 of 20.10.2011. to it:*

- phone number - mobile / fixed

- e-mail address

- mailing address

###### **B) Extended data:**

The MC may process some or all of the "Extended Data" categories listed below to achieve the purposes described below only when it has the grounds to do so.

**a) on the basis of the requirements of the Tax Procedure Code:**

- tax number (for nationals of Member States)
- information on whether the customer is a taxable person under the law of a third country;

**b) on the basis of the requirements of the Law on Measures against Money Laundering:**

- information on source of funds
- Names and PINs of the actual owner of a legal entity
- information on whether You are / have held a senior position (a prominent political person within the meaning of Article 36 of the LMML);

**c) on the basis of the requirements of the Markets in Financial Instruments Act:**

- information about Your knowledge and experience about the services provided by the company
- Your financial status data
- Your ability to suffer losses and an acceptable level of risk

**d) to identify You:**

- customer number

**e) to provide You with the right advice and services:**

- information about Your bank account
- financial products in portfolio
- Your potential interest in MC's products;
- Data history of Your financial information and consultation that we have given You in the past;
- Feedback, comments and suggestions, previous complaints. They can definitely help the MC to offer You a better service in the future.

#### **4.2. Public data and data acquired through third parties**

The MC occasionally processes public information such as:

- Information to be disclosed in a public database, such as if You are appointed as a manager / director of a company or a proxy, or if You are a company owner;
- The MC may also receive Your personal data from third parties:
  - from persons related to You according to Art. 36, para. 5 of the LMML
  - Authorized by You in connection with entering a business relationship with the MC

Such public data may be processed for the purposes listed in this document in order to verify the accuracy of the information in the company database.

#### **5. Recipients of personal data**

Personal data are generally processed by MC employees. The processing of personal data may also be carried out by other persons as personal data processors with whom the MC has a contract for this purpose and which perform activities that are part of the services provided by the MC. Where there is a legitimate basis, personal data may be provided to other controllers to use them for their legitimate purposes.

**a. Personal data controllers to which the MC may provide personal data:**

- BNB (Bulgarian National Bank)
- CPDP (Personal Data Protection Commission)
- CPC (Consumer Protection Commission)
- Central Depository
- National Revenue Agency
- National Insurance Institute
- National Health Insurance Fund
- Operators of card and payment services and systems such as Borika AD, VISA, Mastercard, Bisera, Rings
- Financial Intelligence Agency, State Agency for National Security, Criminal-intelligence Service
- Judicial bodies / court, etc., Prosecutor's Office
- Central Depository
- Bulgarian Stock Exchange
- Financial Supervision Commission
- Ministry of the Interior
- Guarantee funds and financial institutions such as the European Investment Fund, the National Guarantee Fund, the European Bank for Reconstruction and Development, the European Investment Bank, the European Court of Auditors, the European Commission and other bodies of the European Union with audit and control functions.
- Other companies of the KBC Group, in their capacity as data controllers

In the event of changes to the list of personal data controllers to whom personal data are provided, the MC will update this document.

#### **b. Processors of Your personal data are:**

Natural or legal persons, public body, agency or other entity processing personal data on behalf of the administrator.

As part of the KBC Group, the MC may assign certain processing activities to other processors in the Group. Some of these data processing activities outsourced by the MC are related to the control and help functions such as:

- financial reporting
- compliance
- risk
- marketing
- ICT management
- Internal audit
- a research team that develops models to improve services and products.

The MC may directly or indirectly use other processors with whom it has entered into a contract, such as:

- persons who are assigned with the elaboration, completion and delivery of information templates to the MC

- persons to whom the Controller has assigned the processing of personal data for organizational reasons
- providers of products and services to MC's companies providing information and communication technologies to facilitate the operation of operating systems and services (IBM, Microsoft, etc.)
- external auditors who have concluded contracts with the MC
- companies specialized in archiving digital information and access
- if there are legitimate grounds, such as the legitimate interest of the Administrator, Your personal data may also be provided for other purposes to other KBC Group companies in Bulgaria or abroad or processed by the MC if they are legally collected by other KBC companies in Bulgaria or abroad.

### **c. Recipients outside the European Economic Area (EEA)**

Some of the recipients listed above may be located outside of the European Economic Area. The MC shall transfers the personal data to non-EEA countries provided that an adequate level of protection of personal data is ensured in accordance with local and European law and the personal data provided are sufficiently protected in the third country concerned and with the approval of the Commission for Personal Data Protection. Your personal data may be provided to third parties outside the European Economic Area with Your explicit and freely given consent. The MC will take all necessary measures to protect Your personal data by limiting the transfers to third parties inside or outside the European Economic Area.

## **6. Purposes in the processing of personal data**

Personal data collected by the MC as a Personal Data Administrator are processed for various **purposes** and on different **legal grounds** as follows:

### **6.1. Purposes for which the basis for the processing of your personal data is an obligation deriving from a law:**

**a. Verifying your identity as a client of the MC and the authenticity of your personal data** - a reason for processing the data for this purpose is the Money Laundering Measures Act and its Implementation Rules.

**b. Performing control to prevent money laundering, embargo and anti-terrorist actions** - Processing of Your data is related to the measures undertaken by the MC and actions to prevent, detect, investigate and report suspicious transactions to the "Financial Intelligence" Directorate under the Law on Measures Against Terrorist Financing, the Money Laundering Measures Act and its Implementing Rules.

### **c. Profiling clients to provide services related to financial instruments (independent investment advice and trust portfolio management)**

The MC conducts profiling of its clients on the basis of a questionnaire on its knowledge and experience regarding the services of the MC, its financial condition, its ability to bear losses and its investment objectives, including its permissible level of risk, the creation of a risk profile in order to provide investment services in accordance with the requirements of the Markets in Financial Instruments Act.



**d. Implementing controls to prevent and detect market abuse.**

The MC processes Your data to take action to prevent, detect, investigate and further implement the necessary measures to investigate cases of alleged market abuse under the Market Abuse of Financial Instruments Act.

**e. Accountability to state and supervisory bodies** - taxes, requirements of the Foreign Account Tax Compliance Act (FATCA) and amendments to the Tax and Insurance Procedure Code (TIPC) related to automatic exchange of financial information in tax matters (CRS = Common Reporting Standard). In relation to these requirements, Your collected personal data will be processed for accounting and tax purposes in compliance with reporting requirements to the competent authorities on the basis of obligations under the law.

**6.2. Purposes for which the processing of your personal data is performed on the basis of performance of a contract**

**a. Drafting contracts at Your request** - in order to conclude a contract with You as a customer using a service offered by the MC or a co-contractor under a service contract, the MC must have Your specific personal data (i.e. name, birth date, PIN, ID card number) as well as contact details. It is also possible for the MC to request additional information, depending on the nature of the services subject to the contract.

**6.3. Purposes for which the processing of personal data is carried out on the grounds of protection of the legitimate interests of the controller:**

**a. Historical, statistical or scientific purposes** - the MC has a legitimate interest in processing Your personal data for the purpose of producing statistical references and reports, conducting research and development, performing historical reviews and forecasts for the development of the economy, the financial industry, needs of the clients, etc. For these purposes aggregated data derived from the records of specific personal data of the clients are used.

**b. Sending messages about the products and services used** - the MC manages Your personal data to send messages about Your products and services by phone calls, emails, sms, letters, etc. Messages only relate to products and services you already used, are not related to specific marketing purposes, and do not contain an offer for new services.

**c. Litigation** - establish, exercise and protect the rights of the MC - the MC processes the data of its clients in order to protect its rights in court / in court procedures, in settlement of claims, including with the help of external lawyers / legal counsels, etc. These are cases in which Your personal data are processed in connection with the administration of information about litigation, court orders, applications and court decisions.

**d. Testing changes in software applications, demo platforms and in-house training portals** - The MC uses Your personal data to create or update software applications to run MC's operating systems for the purpose of:

- testing changes to software application codes in a variety of testing / acceptance environments (i.e., improving distribution channels or providing more reliable protection for collected personal data)
- solving incidents - simulating incidents

- demonstration platforms
- training of employees

**e. Direct marketing of standard products and services of UBB Asset Management:**

Offering products and services to the Management Company, as well as Your inclusion in surveys related to the products and services offered through one of the channels, incl. offices of UBB AD, email, SMS, telephone, online channels. The Management Company will offer You products and services and will only include You in surveys for them if You are a client and You can reasonably expect that it will process Your personal data in order to offer You new and better products and services similar or related to Your use. For these cases, the company will only use Your Basic Data under section 4.1. A above in this document.

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The processing of personal data for the stated purposes is necessary to protect the legitimate interests of UBB Asset Management as a data controller related to its activity as a management company offering the best products and services to its clients. Every data subject has the right to object to the processing of his or her personal data for purposes that are based on the legitimate interest of the controller. When processing personal data for the purposes of direct marketing, You may at any time object to the processing of Your personal data, and the MC will suspend the use of Your data for these purposes. More information is provided in section 3 of this document.

**7. Period of storage of personal data**

The MC uses Your personal data only if there is a clear purpose. When the usage purpose has expired, we suspend storing the data.

The basis for storing Your data is rooted in the statutory retention period (which is often five years after the end of the legal relationship). The time may be longer when it is necessary to exercise our rights or other legal requirements. Where there is no statutory time limit, the period may be shorter.

Personal data of potential clients are used by UBB Asset Management for a period of five years unless there has been no contact with the person in the meantime. In this case, a new five year period begins as from the date of the last contact with the person. Potential clients can always ask for their data to be erased.

Wherever in the current Information of MC “UBB ASSET MANAGEMENT” AD for the processing of personal data and in the client's declaration of consent is mentioned MC it shall be understood as the MC “UBB ASSET MANAGEMENT” AD and its possible successors in the cases of reorganization.