



Notice

**on the Video Data Processing carried out
through closed-circuit monitoring**

Notice to the Data Subject

ALPHA BANK S.A. (hereinafter referred to as the "Bank"), in its capacity as controller, hereby informs you, pursuant to the Regulation (EU) 2016/679 of the European Union and the provisions of the Greek legislation on the protection of personal data, as applicable, that video surveillance systems have been installed in its Branches and Central Agencies. The above security system continuous record only images, and operate in accordance with the technical specifications provided for in Article 3 of Order No. 3015/30/6/2009 Decision of the Deputy Minister of Interior "on the determination of the security conditions of the branches of credit institutions" but does not identify or verify the identity of the persons entering.

The respective video recording is carried out on behalf of the Bank and the range of the cameras is strictly limited to the area around the teller counters, ATMs and APS machines, as well as the entrance of Central Services buildings. The recording is carried out 24 hours a day.

The exclusive purpose of the collection and maintenance of such data is the security of transactions, the prevention and deterrence of criminal acts (mainly theft or robbery) and the protection of the physical integrity, health and life of the trading public, visitors and employees of the Bank, as well as the property of the aforementioned and the Bank.

The data collected through the above system are kept in an electronic file, which is installed in a special area, with restricted and controlled access, for which appropriate security measures have been taken. Only specially authorised Bank employees, who are responsible for the control and security of transactions and the protection of the aforementioned persons and property, have access to the data in the file.

Furthermore, the recipients of the above data may be the competent authorities (e.g., judicial, prosecution and police authorities) for the exercise of their duties, as well as the victim or the perpetrator of a criminal act, when it concerns data which may constitute evidence of the act.

The data recorded by the above security system are kept for a period of 45 days, after which they are deleted, in accordance with the Bank's current secure data destruction policy, after which any recovery of the data becomes impossible. In the event of recording incidents of illegal acts, such as financial fraud, or if a questionable financial transaction is raised, the relevant data shall be kept in a separate file for as long as required for the investigation and disciplinary or judicial proceedings related to these incidents.

To exercise your rights of access, restriction, objection and deletion of your personal data, you can contact the Bank's Branch Network with a written request, for which you can use the special form for exercising your rights, which is available in the Branches and on the Bank's website

<https://www.alpha.gr/el/idiotes/supportcenter/enimerosi-gia-tin-epexergasia-dedomenon-eikonas>

To this regard, you should be able to indicate the date and time of recording of your data, to which the exercise of the right relates, as well as the Central Service or the Bank's Branch and the specific location (e.g., cashier, ATM) where the recording was made. Alternatively, we give you the opportunity to visit our premises to show you the footage in which you appear. We also point out that exercising a right to object or erasure does not imply the immediate deletion of data or modification of processing. In any case, we will reply to you in detail the soonest possible, within the time limits set by the GDPR.

If you believe that the processing of your data infringes Regulation (EU) 2016/679, you have the right to lodge a complaint with a supervisory authority. The competent supervisory authority for Greece is the Hellenic Data Protection Authority.

Hellenic Data Protection Authority, Kifissias 1-3, 115 23, Athens, Greece,
<https://www.dpa.gr/>, tel.+30 210 647 5600.

B. CONTACT DETAILS

I) DATA CONTROLLER:

ALPHA BANK A.E.

ADDRESS: 40 Stadiou Street, 102 52 Athens

CONTACT TELEPHONE NUMBER: +30 210 326 0000

II) DATA PROTECTION OFFICER:

ALPHA BANK

DATA PROTECTION OFFICER

ADDRESS: 105 Athinon Avenue, 104 47 Athens, Greece

CONTACT TELEPHONE NUMBER: +30 210 326 6953

Email: contact-DPO@alpha.gr