



Personal data processing for video surveillance

Who is responsible for processing my personal data?

BANCO BILBAO VIZCAYA ARGENTARIA, S.A. ("BBVA") with registered address at Plaza San Nicolás 4, 48005, Bilbao, Spain; email: consultasgenerales@bbva.com

Who is the BBVA Data Protection Officer, and how can you contact him/her?

The Data Protection Officer is responsible for protecting the fundamental right to personal data protection at BBVA and compliance with data protection regulations. You can contact the BBVA Data Protection Officer through the website www.bbva.es, Personal Data/Contact DPO section, or by sending an email to: dpogrupobbva@bbva.com

What personal data will be processed, for what purpose, and why does BBVA need to process my personal data?

If you visit a BBVA branch and/or use BBVA ATMs, BBVA informs you that fixed and/or mobile camera systems connected to alarm centers are installed and may capture and record images. BBVA may process your image to ensure the safety of individuals, property, and the facilities themselves in response to potential criminal acts that may occur on the premises. Additionally, BBVA may process voice recordings to verify alarms triggered in protected properties. The legal basis allowing BBVA to process your personal data is compliance with a legal obligation.

We also inform you that the aforementioned video surveillance systems are in operation 24 hours a day. BBVA may capture and record images through systems connected to alarm centers outside public service hours based on BBVA's legitimate interest in ensuring, at all times, the safety of individuals, property, and the facilities themselves against potential criminal acts on the premises.

How long will your data be kept?

BBVA will retain your personal data for a period of 15 days from the time of recording. After that period, BBVA will destroy the data. However, this period may be extended if the data must be retained to provide evidence of acts that threaten the safety of individuals, property, or facilities, as required by judicial authorities or competent law enforcement agencies.

Will my data be disclosed to another party?

We will never pass on your data to third parties, unless required to do so by law. Notwithstanding the above, we inform you that in cases involving acts that threaten the safety of individuals, property, or facilities, the recorded images may be made available to the competent authority and/or law enforcement agencies.

What are my rights in connection to personal data processing?

You may exercise your rights to access, rectification, erasure, objection, limit processing, and data portability by sending a written request to central.alarmas@bbva.com or to the following address: Calle Azul No. 4, 28050 Madrid, addressed to the Security Team. You can also file a complaint with the Spanish Data Protection Agency (www.aepd.es).