About Personal Data Processing

Dear customer, the JSC CB "PrivatBank" is intended to receive and process your biometric data in order to provide services using Voice Biometrics technology.

What data will be processed?

A digital voice print (biometric data of the voice cast) and bank's customer unique hashed id.

From what moment will the data be processed?

- The JSC CB "PrivatBank" will start processing your personal data only from the moment of receiving your consent to record a voice cast.
- You can revoke your consent to personal data processing in Privat24 or call the Contact Center at 3700, in the "Help Online" chat or at a bank branch, and we will delete your voice cast from our systems. You will be able to use our service but without biometric data.
- If you revoke your consent to personal data processing , you will not be able use the advantages of Voice Biometrics technology in the course of consultations in the Contact Center.

What is the purpose for the data processing?

Biometric data of your voice cast is recognized to authenticate, identify and verify you as a customer of the JSC CB "PrivatBank" for making risky transactions, including payments, customer card and account transactions, for providing information on the status and flow of funds on customer's cards and accounts, for increasing the security level and for reducing the duration of servicing in the course of consultations in the Contact Center.

Who is a personal data controller?

The JSC CB "PrivatBank", banking institution registered in Ukraine, under the USREOU code No. 14360570, registration address – 01001, Hrushevskoho street, 1D, Kyiv, Ukraine, is the personal data controller.

Can personal data be transferred to third parties?

For the functioning of Voice Biometrics technology, the JSC CB "PrivatBank" transfers the indicated personal data to the personal data processor– which is the Cyprus company - Omilia Natural Language Solutions.

The processor makes the data processing on the contractual basis, the processing will be terminated when the use of the technology is over.

For how long will the data be processed?

Biometric data of your voice will be stored and processed for the period of three years, then, you will need to make a voice cast recording again to use the advantages of Voice Biometrics.

These personal data can be deleted at your request.

What are the security measures for data processing?

- Personal data will be processed along with your other customer data kept at the JSC CB "PrivatBank".
- All personal data will be protected pursuant to the legislation of Ukraine and at the same security level as banking secrecy and other confidential information of a commercial bank.
- Access to your personal data will be granted only to those particular employees of the JSC CB "PrivatBank" who have passed the appropriate assessment and polygraphic testing.

What are the other terms of servicing?

All the terms for the provision of services by the JSC CB "PrivatBank" can be found in the Terms and Conditions for the provision of banking services at: https://privatbank.ua/terms

What rights do I have pursuant to the legislation of Ukraine?

The Law of Ukraine "On Protection of Personal Data" No. 2297-VI stipulates the following rights for the personal data subject:

- to know the sources of collection and location of your personal data, the purpose for the processing, the location or the place of residence (stay) of controller or processor of personal data; or to assign to the relevant authorized persons to obtain this information , excluding the cases stipulated by the current legislation;
- to obtain information about the terms for granting access to personal data, including the information related to third parties to whom the personal data may be transferred;
- to have access to your personal data;
- to receive a response on whether the personal data is being processed, and the content of such personal data, but no later than thirty calendar days from the date of the relevant request, excluding the cases stipulated by the current legislation;

- to file the reasonable claim to personal data controller with an objection to process your personal data;
- to file a reasonable claim on alteration or destruction of your personal data by any controller or processor of personal data, if such data are unreliable or illegally processed;
- to protect your personal data against an unlawful processing and accidental loss, destruction, damage caused by an intentional concealment, due to a non-provision or an untimely provision of personal data, and to protect against the provision of information that is unreliable or if it violates the dignity, honor and business reputation of a natural person;
- to file claims about the processing of your personal data to the Ukrainian Parliament Commissioner for Human Rights or to the court;
- to exercise legal remedies if the legislation on personal data protection is violated;
- to make reservations about restricting the right to process your personal data in the course of giving your consent;
- to revoke your consent to personal data processing;

- to know the mechanism of automatic processing for the personal data;
- to be protected against an automated solution if it has legal consequences.

Where should I contact about my personal data?

If you have questions about the exercise of all the rights related to the subject of personal data, which are stipulated by the current legislation of Ukraine, you can call the Contact Center at 3700 or send a letter to the JSC CB "PrivatBank" to: 01001, Hrushevskoho street, 1D, Kyiv, Ukraine.

At its own initiative, the JSC CB "PrivatBank" cannot inform you about all the peculiarities related to your personal data processing, however, the Bank can provide you with all the information upon your request.

How can I revoke my consent to the biometric data processing?

You can always revoke your consent in Privat24 or call the Contact Center at 3700, in "Help Online" chat or at a bank branch.

Protecting personal data of PrivatBank customers!