

List of Data Processors

Effective as of: 1 July 2020

Raiffeisen Bank Zrt. and its subsidiaries (hereinafter the “Bank” or “Banking Group”) have the right during the entire life cycle of the personal data held by them to engage processors for the performance of data processing activities and for this reason to transmit personal data to the engaged processors in the measure and to the extent necessary for the performance of processing.

A processor engaged by the Bank must be a person or entity that

- provides appropriate safeguards for the compliance of processing with GDPR requirements;
- is able to implement adequate technical and organisational measures ensuring the protection of the data subjects’ rights, and also provides appropriate safeguards for the implementation of these.

The processors may not make substantive decisions regarding the personal data processed by them, and may do the processing only and exclusively in accordance with the Bank’s instructions. The Bank shall be held liable for the data processing done by the processor.

The Bank uses the following processors for the different types of processing.

1. Processors connected to financial and supplementary financial services

Category of processor	Purpose of processing	Processor	
		Name	Registered office
Card personification provider	personification of cards	ANY Biztonsági Nyomda Nyrt.	1102 Budapest, Halom u. 5.
Card data processing service provider	SWIFT service Global Pay Plus service transaction monitoring	Centralised Raiffeisen International Services & Payments S.R.L	B-dul Dimitrie Pompei, nr. 5-7, Bucharest, Romania
Provider undertaking fraud prevention activities	monitoring of payment transactions for fraud prevention purposes		
Document storage provider	activities related to document storage	Iron Mountain Magyarország Kft.	1093 Budapest, Czuczor u. 10.

Category of processor	Purpose of processing	Processor	
		Name	Registered office
Marketing service provider	generation of customer letters, notices, and DM material	Drescher Magyarországi Direct Mailing Informatikai és Nyomdai Kft.	1097 Budapest, Gyáli út 31.
	communication services connected to CRM activity	LEAD Generation Kft.	1036 Budapest, Lajos u. 48-66.
Document digitisation service provider	processing and digitisation of documents	DoqSys Szolgáltató Kft.	2113 Erdőkertes, Csíz utca 18.
Marketing service provider	market research customer satisfaction surveys and data analyses	Scale Research Piackutató és Tanácsadó Kft. Scale Research Piackutató és Tanácsadó Kft.	1074 Budapest, Dohány utca 12-14. 1075 Budapest, Rumbach Sebestyén u. 12. A. ép. I. em. 2.
	customer satisfaction surveys and data analyses	NRC Marketingkutató és Tanácsadó Kft.	1034 Budapest, Kenyeres u. 28.
IT service provider	software development activities related to IT system developments	BCS Business Consulting Services Kft.	1118 Budapest, Rétköz u. 5.
Business analysis and application development service provider	digital asset management tasks	BSCE Tanácsadó és Informatikai Kft.	1134 Budapest, Róbert Károly krt. 82-84.
	digital asset management, development and system operation tasks	Schönherz Iskolaszövetkezet Inovivo Group Zrt.	2131 Göd, Jávorka Sándor u. 18. 1115 Budapest, Bartók B. u. 105-113.
IT service provider	system support	Guidance Informatikai Szolgáltató és Tanácsadó Zrt.	1161 Budapest, Rákosi út 93.
	development and system operation tasks	Enrol Consulting Kft.	1134 Budapest, Tüzér u. 30.
Business analysis and application development service provider	digital asset management tasks	Advocate Business Consulting Kft.	1122 Budapest, Hajnóczy J. u. 3. fszt/1.
		IDBC Creative Solutions Kft.	1071 Budapest, Rákóczi út 70-72.
Account switching support service provider	ensuring the use of IT application supporting the account switching process	GIRO Elszámolásforgalmi Zrt.	1054 Budapest, Vadász u. 31.
Business analysis and application development service provider	digital asset management, development	Inovivo Group Zrt.	1115 Budapest, Bartók B. u. 105-113.
	system support and development	Trasset Systems Kft.	1051 Budapest, Vörösmarty tér 4. 5. em.
IT service provider	IT system support	SmartX Solutions Kft.	1117 Budapest, Budafoki út 209.
	software development	SmartX Solutions Kft.	1117 Budapest, Budafoki út 209.
	system operation	T-Systems Magyarország Zrt.	1117 Budapest, Budafoki út 56.
Document management service provider	activities related to document management	XEROX Magyarország Kft.	1138 Budapest, Madarász Viktor u. 47-49. 2. ép. B/2
Cloud service provider	provision of cloud computing	ORACLE Hungary Kft.	1095 Budapest, Lechner Ödön fasor 7.

Category of processor	Purpose of processing	Processor	
		Name	Registered office
Business analysis and application development service provider	development, system operation and customer identification tasks	NETLOCK Informatikai és Hálózatzbiztonsági Kft.	1101 Budapest, Expo tér 5-7.
Service provider ensuring the protection of property (physical security)	controlling the physical existence, quantity and quality of property elements	Korona Közraktár Zrt.	1054 Budapest, Vértanúk tere 1. 1/1.
		Deep Water Kft.	8600 Siófok, Hunyadi u. 21.
		EX-ID Zrt.	1133 Budapest, Árboc u. 6. 1. em.
IT service provider	software introduction and system support activities	Xdroid Informatikai és Szolgáltató Kft.	1031 Budapest, Záhony u. 7. C ép. 2. em.
IT service provider Cloud service provider Software development activities related to IT system developments	system support and cloud computing	Raiffeisen Bank International	1030 Vienna, Am Stadtpark 9
	transaction monitoring services for fraud prevention purposes		
	platform as a service (PaaS)		
	FrontEnd Analytics service—cloud-based analysis software solution		
	SMEOn online cloud-based account opening solution for small businesses		
	VIS service package to implement remote customer due diligence solution		
	information security solution, monitoring system to assist the screening and detection of security incidents		
	operation of cloud-based platform called DataLake and related data analysis methods		
IT service provider	software development, data handling and data processing	Business Process Consulting Zrt.	1134 Budapest, Dévai u. 26/28.
Customer authentication service provider	services connected to 3D Secure verification processing of card data by the IT programs of ATMs	PrJSC Ukrainian Processing Center	9 Stepana Bandery Ave., bldg. 5A, POB 65, 04073, Kyiv, Ukraine
Card data processing service provider			
IT service provider	operation of chat app available in the Bank's website	Photel Kommunikációs Zrt.	7100 Szekszárd, Alkotmány u. 17.
	operation of Microsoft Office O365 collaboration tools	Raiffeisen Informatik GmbH & Co. KG	Lilienbrunnegasse 7-9, 1020 Vienna, Austria
	operation of VideoBank electronic channel	TECHTEAMER Kft.	1015 Budapest, Szabó Ilonka u. 9.

2. Processors connected to investment and supplementary investment services

Category of processor	Purpose of processing	Processor	
		Name	Registered office
IT service provider	operation of GTS (Global Treasury System), WSS (Wall Street System), Bloomberg and Reuters systems	Raiffeisen Bank International	1030 Vienna, Am Stadtpark 9, Austria
Cloud service provider	operation of cloud-based platform called DataLake and related data analysis methods		
Document storage provider	activities related to document storage	Iron Mountain Magyarország Kft.	1093 Budapest, Czuczor u. 10.
Providers undertaking fraud prevention activities	SWIFT service Global Pay Plus service transaction monitoring	Centralised Raiffeisen International Services & Payments S.R.L	B-dul Dimitrie Pompei, nr. 5-7, Bucharest, Romania
Marketing service provider	generation of customer letters, notices, and DM material	Drescher Magyarországi Direct Mailing Informatikai és Nyomdai Kft.	1097 Budapest, Gyáli út 31.
Document digitisation service provider	processing and digitisation of documents	DoqSys Szolgáltató Kft.	2113 Erdőkertes, Csíz utca 18.
Marketing service provider	market research	Scale Research Piackutató és Tanácsadó Kft.	1074 Budapest, Dohány utca 12-14.
IT service provider	provision of Monolith system support services	Monolith Systemhouse International s.r.o.	94301 Sturovo, Hlavná 11, Slovakia
	software development activities related to IT system developments	BCS Business Consulting Services Kft.	1118 Budapest, Rétköz u. 5.
Business analysis and application development service provider	digital asset management tasks	BSCE Tanácsadó és Informatikai Kft.	1134 Budapest, Róbert Károly krt. 82-84.
	digital asset management, development and system operation tasks	Schönherz Iskolaszövetkezet	2131 Göd, Jávorka Sándor u. 18.
	development and system operation tasks	Enrol Consulting Kft.	1134 Budapest, Tüzér u. 30.
	digital asset management tasks	Advocate Business Consulting Kft.	1122 Budapest, Hajnóczy József u. 3. fszt/1.
		IDBC Creative Solutions Kft.	1071 Budapest, Rákóczi út 70-72.
digital asset management, development	Inovivo Group Zrt.	1115 Budapest, Bartók B. u. 105-113.	
IT service provider	system support	Guidance Informatikai Szolgáltató és Tanácsadó Zrt.	1161 Budapest, Rákosi út 93.
	system support and development	Trasset Systems Kft.	1051 Budapest, Vörösmarty tér 4. 5. em.
	IT system support	SmartX Solutions Kft.	1117 Budapest, Budafoki út 209.

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	software development	SmartX Solutions Kft.	1117 Budapest, Budafoki út 209.
	system operation	T-Systems Magyarország Zrt.	1117 Budapest, Budafoki út 56.
Document management service provider	activities related to document management	XEROX Magyarország Kft.	1138 Budapest, Madarász Viktor u. 47-49. 2. ép. B/2
Cloud service provider	provision of cloud computing	ORACLE Hungary Kft.	1095 Budapest, Lechner Ödön fasor 7.
IT service provider Business analysis and application development service provider	development, system operation and customer identification tasks	NETLOCK Informatikai és Hálózatbiztonsági Kft.	1101 Budapest, Expo tér 5-7.
	software introduction and system support activities	Xdroid Informatikai és Szolgáltató Kft.	1031 Budapest, Záhony u. 7. C ép. 2. em.
	software development, data handling and data processing	Business Process Consulting Zrt.	1134 Budapest, Dévai u. 26/28.
	operation of chat app available in the Bank's website	Photel Kommunikációs Zrt.	7100 Szekszárd, Alkotmány u. 17.
	operation of Microsoft Office O365 collaboration tools	Raiffeisen Informatik GmbH & Co KG	Lilienbrunngrasse 7-9, 1020 Vienna, Austria
	operation of VideoBank electronic channel	TECHTEAMER Kft.	1015 Budapest, Szabó Ilonka u. 9.

3. Processors connected to other services

Category of processor	Purpose of processing	Processor	
		Name	Registered office
HR service provider	social security related and payroll accounting tasks	RB Szolgáltató Központ Korlátolt Felelősségű Társaság	4400 Nyíregyháza, Sóstói út 31/b

For further information concerning data processors, see [Annex No. 2 \(Outsource List\) of the Bank's General Business Conditions](#).