

Privacy Policy

On the use of camera systems

Effective as of 6 September 2023

1. General provisions

Dear Data Subject, please be informed that you can find detailed information on the data processing of Raiffeisen Bank Zrt. in our [General Privacy Policy](#) available in the Bank's website; however, we think it is also important that we describe the distinguishing characteristics of this peculiar process in this policy in detail.

1.1. Controller: Raiffeisen Bank Zrt. (registered office: 1133 Budapest, Váci út 116-118.; company registration number: 01-10-041042; tax number: 10198014-4-44)

1.2. Contact details of the Bank's data protection officers



In writing in the form of a letter sent to the address Raiffeisen Bank Zrt. Budapest 1700



In-person at any branch of Raiffeisen Bank



Electronically by an e-mail sent to the address info@raiffeisen.hu



On the phone at phone number 06-80-488-588

The Bank's data protection officer is dr. Gergely Balázs.

2. Purpose of the processing

In order to ensure the smooth operation of its services, to protect human life, physical integrity, personal freedom and property, as well as to protect banking, securities, business and other legally protected secrets, and to prevent, detect and prove any internal abuse and fraud, the Bank installs and operates camera systems in its branches and at its ATMs, and uses these to capture and record images. Only authorised persons have access to the camera system and to the recorded footage. No data transfers are made to third countries or organisations.

3. Legal basis of the processing

The legal basis for processing is the legitimate interest of the Bank, pursuant to Article 6(1)(f) of the GDPR.

4. Data subjects

Persons entering the Bank's branches and those staying there, as well as persons using ATMs (cash dispensers, cash deposit machines). The Bank collects the personal data directly from the data subject.

5. Categories of processed data

The image of the data subject entering the area monitored by the camera system, his/her movements as shown in the footage, and any conclusions that can be drawn from these about the data subject, as well as the place and time of recording of the image.

6. Retention of data

The Bank will retain the image for 60 days after it has been recorded.

7. Involvement of data processors

Please be informed that in the scope of the processing of personal data the following processor is engaged by the Bank:

- Árgus-Security Kft. (registered office: 1024 Budapest, Lövház utca 9. 1/11; company registration number: 01-09-367675; tax number: 12018066-2-41)

7. Rights of data subjects

You shall have the right to request information through any of the above communication channels of the Bank at any time about the processing of your personal data, or access such data, and may furthermore request your personal data to be rectified, erased, or restricted, and you are also entitled to the right to object to the processing of your personal data. For more details concerning your rights, see the Bank's [General Privacy Policy](#), in the chapter "Rights of the data subjects".

8. Legal remedies

In case you suppose that your rights to privacy have been violated, you may refer to the Bank's Data Protection Officer and inform him/her of the problem related to the Bank's data processing, as well as request information from him/her or ask for his/her opinion.

If you disagree with the opinion of the Bank's Data Protection Officer, but also regardless of that, upon any violation of your rights related to the protection of your personal data, you may refer your complaint to the Hungarian National Authority for Data Protection and Freedom of Information (registered office: 1055 Budapest, Falk Miksa utca 9-11., mailing address: 1363 Budapest, Pf. 9, telephone: +36-1-391-1400, fax: +36-1-391-1410, e-mail: ugyfelszolgalat@naih.hu) for remedy.

In case you suppose that your rights to privacy have been violated, you also have the right to refer to a court. The lawsuit shall be adjudicated by the competent court having jurisdiction at the registered office of the defendant or, if you prefer, by the court having jurisdiction at your residential address or place of stay. You may look up the court having jurisdiction in legal disputes related to data processing at the following link: <http://birosag.hu/ugyfelkapcsolati-portal/illeteksegkereso>.

9. Further information

The Bank shall have the right at any time to change the content of this policy in its sole discretion, without giving any special notice. Such changes are not governed by the provisions of Chapter XIX of the [General Business Conditions](#).

If you need more information, please refer to the privacy policies available in the website www.raiffeisen.hu under the heading [Data Processing](#), the Bank's [General Business Conditions](#), and the relevant statutory provisions, including in particular the provisions of [Regulation \(EU\) 2016/679 of the European Parliament and of the Council](#) (General Data Protection Regulation or GDPR), and you may as well ask for information at any communication channel of the Bank as detailed above.

For issues that are not regulated—or not regulated in sufficient detail—here, the provisions relevant to this legal relationship of the [General Privacy Policy](#), available in the [Bank's website](#), shall be governing.