



Processing your personal data

WHO IS DATA CONTROLLER FOR PROCESSING YOUR PERSONAL DATA?

Banco Bilbao Vizcaya Argentaria, S.A. ("BBVA") with registered headquarters at Plaza de San Nicolás, 4, 48005, Bilbao, Spain. You can contact BBVA via the following email address: accionistas@bbva.com.

WHO IS THE BBVA DATA PROTECTION OFFICER AND HOW CAN YOU CONTACT THEM?

The Data Protection Officer is the person in charge of protecting the fundamental right to the protection of personal data at BBVA and is Data Controller for ensuring compliance with the data protection regulations. You can contact BBVA's Data Protection Officer by sending an email to the following address: dpogrupobbva@bbva.com

WHAT PERSONAL DATA OF YOURS DOES BBVA PROCESS?

i) As a customer, BBVA needs to process the following personal data: first name, surname(s), ID (national identity document number, passport or any other document that may be indicated in the process) and access credentials so you can access the proxy and electronic vote of the BBVA's General Shareholders' Meeting, as well as to notify you in your mailbox (of your private area in bbva.es/DNI app) of the receipt of the proxy or electronic vote and

ii) As a shareholder, BBVA may process the following personal data: name, surname(s), ID (DNI, passport or any other indicated in the procedure), your shareholder account, number of shares, and your image and voice (together with your name and surname(s) if you attend and speak at the BBVA General Shareholders' Meeting.

If you delegate your rights as shareholder to a proxy, you will be allowing your proxy to process your personal data to exercise your rights as shareholder at the BBVA General Shareholders' Meeting, including those of attending (in person or remotely), voting, speaking and the right to information.

If you act as a representative of a shareholder, BBVA may process the following personal data: name, surname(s), ID (DNI, passport or any other indicated in the procedure), and your image and voice (together with your name and surname(s) if you attend and speak at the BBVA General Shareholders' Meeting.

HOW DID WE OBTAIN YOUR PERSONAL DATA?

As a customer, we obtained your personal data when you provided it to us.

As a shareholder, we obtained your personal data through the depository entities under applicable law, or when you provided them to us.

If you have been nominated by a shareholder to represent him or her at the BBVA General Shareholders' Meeting, we inform you that your personal data have been provided by the shareholder you represent.



WHAT DO WE USE YOUR PERSONAL DATA FOR?

As a shareholder, BBVA processes your personal data to manage both your access to proxy and electronic voting in the exercise of your rights as a company shareholder on the bbva.es website or BBVA app, and to notify you in the mailboxes indicated above of receipt of your proxy or electronic vote at a BBVA General Shareholders' Meeting.

As a shareholder, and representative of this shareholder, BBVA processes your personal data with the aim of managing the development, compliance and control of shareholder relations with respect to calling, holding and disseminating the BBVA General Shareholders' Meeting, and in particular, with respect to the exercise or delegation of your rights to attend, receive information and vote.

If you attend the BBVA General Shareholders' Meeting and/or speak in any way at it, we hereby inform you that you will be recorded and broadcast, and your image and voice (together with your full name) will be processed with the aim of managing the audiovisual recording and public broadcasting of the BBVA General Shareholders' Meeting.

ON WHAT GROUNDS DO WE USE YOUR PERSONAL DATA?

As a customer, the legal basis for processing your personal data is your consent.

As a shareholder, the legal basis which allows BBVA to process your personal data, whether you are shareholder (natural person) or representative of a shareholder, is compliance with the obligations imposed by the laws, including Royal Legislative Decree 1/2010, of 2 July, approving the consolidated text of the Corporate Enterprises Act (Ley de Sociedades de Capital).

The legal basis for processing your image and voice, if you attend and speak in any way at the BBVA General Shareholders' Meeting, is your statement of your desire to attend and speak.

FOR HOW LONG WILL BBVA STORE YOUR PERSONAL DATA?

As a shareholder, BBVA will retain the personal data processed for the duration of the contractual relationship. Once they are deleted, we will keep blocked those that are necessary for: (i) compliance with legal obligations, in particular: (a) 10 years in application of the regulations for the prevention of money laundering and the financing of terrorism and (b) for the maximum period of time established by the regulations to which financial entities are subject regarding the calculation of capital and provisions (European Central Bank, European Banking Authority and Bank of Spain); and (ii) during the legal periods for the exclusive purposes of claims or legal actions. After this period, we will destroy your data.

BBVA will retain the personal data it processes for as long as you remain a BBVA shareholder. Once you stop being a shareholder, we will block your personal data and store them for a period of 12 months, unless a sector-specific legislative act of the European Union or its transposing legislation establishes a longer period. After this period, we will destroy your data.

If you speak as a representative of a shareholder (natural person), we will store your personal data during the voting process of the BBVA General Shareholders' Meeting. Once this deadline has passed, we will block your personal data and store them for a period of 12 months, unless a sector-specific legislative act of the European Union or its transposing legislation establishes a longer period. After this period, we will



destroy your data.

WHO WILL WE DISCLOSE YOUR INFORMATION TO?

BBVA will not transfer your personal data as a customer, shareholder and/or representative of a shareholder unless we are required to do so by law.

Notwithstanding the above, if you as shareholder delegate your vote to a proxy, we hereby inform you that BBVA (by means of this document) shall inform the third party to whom you have delegated your vote that you have provided your personal data to BBVA with the aim of being able to represent said third party at the BBVA General Shareholders' Meeting.

Your data as a shareholder and/or representative of a shareholder may be notified, where appropriate, to the Notary for the purpose of notarising the Shareholders' Meeting, and may be provided to third parties in the exercise of the right of information under the law, or be accessible to the public in general to the extent that they appear in the documents available on the website (www.bbva.com) or are disclosed in the BBVA General Shareholders' Meeting, which may be recorded on video and publicly broadcast on said website.

As indicated above, if you attend the BBVA General Shareholders' Meeting and/or speak at the meeting, you will be recorded and broadcast, so both your image and voice (together with your full name) may be communicated to the general public.

Certain companies that provide services to BBVA may have access to your personal data (international data transfers), in order to provide you with a good service and manage our relations with you. In the event that international data transfers are made, these transfers are made: : (i) to countries with a level of protection comparable to that of the European Union (European Commission suitability decisions; (ii) through standard contract clauses; or (iii) based on other suitable guarantees provided by law. For more information, please contact the BBVA Data Protection Officer by sending an email to the following email address: dpogrupobbva@bbva.com.

WHAT ARE YOUR RIGHTS WHEN YOU PROVIDE US WITH YOUR DATA?

RIGHT	CONTENTS	SERVICE CHANNELS
Access	You can check your personal data held in BBVA's files.	As a shareholder and representative of a shareholder: accionistas@bbva.com .
Rectification	You can modify your personal data if there are any inaccuracies.	
Erase	You ask for your personal data to be deleted.	
Objection	You can ask for your personal data not to be processed.	
Restriction of processing	You can ask for the processing of your data to be restricted in the following cases: - While any dispute over the accuracy of your data is being checked. - When such processing is illegal, but you object to your data being erased. - When BBVA does not need to process your data, but you need it to assert or defend claims. - When you have objected to your data being processed in order to comply with a task in the public interest or to satisfy a legitimate interest, while it is being verified whether the legitimate reasons for processing them prevail over your own.	
Portability	You can receive and transfer an electronic version of the personal data you have provided to us and any resulting from your contractual relationship with BBVA with another company.	

If you believe that we have not processed your personal data in accordance with the regulations, you can contact BBVA's Data Protection Officer at: dpogrupobbva@bbva.com

Nevertheless you may also file a complaint with the Spanish Data Protection Agency (www.aepd.es).

These rights can be exercised at no cost.