

Personal data processing

WHO IS RESPONSIBLE FOR PROCESSING YOUR PERSONAL DATA?

Banco Bilbao Vizcaya Argentaria, S.A. (“BBVA”) with registered headquarters at Plaza de San Nicolás, 4, 48005, Bilbao, Spain. E-mail 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 responsible 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?

When you are acting as a shareholder (natural person), BBVA may process your personal data as follows: name, surname(s), ID (DNI, passport or any other ID indicated in the process), e-mail, phone and access credentials.

If you are acting as a proxy representative of a shareholder (natural person), BBVA may process your personal data as follows: name, surname(s), ID (DNI, passport or any other ID indicated in the process) and access credentials.

HOW DID WE OBTAIN YOUR PERSONAL DATA?

We obtained your personal data either because you are a shareholder (natural person) or proxy representative of a shareholder (legal person) when you provided us with them.

WHAT DO WE USE YOUR PERSONAL DATA FOR?

Whether you are a shareholder (natural person) or proxy representative of a shareholder (legal person), BBVA processes your personal data to manage both your access to and participation in the Electronic Shareholder Forum of the BBVA General Shareholders' Meeting. The Forum allows communication between BBVA shareholders when the BBVA General Shareholders' Meeting is called and until it is held.

ON WHAT GROUNDS DO WE USE YOUR PERSONAL DATA?

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

FOR HOW LONG WILL BBVA STORE YOUR PERSONAL DATA?

We will store your personal data for as long as you are a shareholder (natural person) and/or representative of a shareholder (legal person). Once you stop being a shareholder (natural person) and/or representative of a shareholder (legal person), we will block any data that are necessary for the fulfilment of legal obligations and during the statutory limitation periods for the sole purpose of claims or legal actions. After this period, we will destroy your data.

WHO WILL WE DISCLOSE YOUR INFORMATION TO?

We will not transfer your personal data as a shareholder (natural person) or representative of a shareholder (legal person), unless we are obliged to do so by law.

In accordance with the Operational Rules of the Forum, the Forum administrator shall publish the contents of any communications the users of the Forum send to the website; therefore, the contents of the communications sent by any user of the Forum shall be visible by any other registered users, and his name may be seen by any registered user as a means of identification of the author of any publication.

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. If international transfers of data are carried out, 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	CONTENT	SERVICE CHANNELS
Access	You can check your personal data held in BBVA's files.	<p>If you are a shareholder or proxy representative:</p> <p>accionistas@bbva.com</p>
Rectification	You can modify your personal data if there are any inaccuracies.	
Erasure	You ask for your personal data to be deleted.	
Objection	You can ask for your personal data not to be processed.	
Processing restriction	<p>You can ask for a restriction on the processing of your data in the following cases:</p> <ul style="list-style-type: none"> - 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 an electronic version of the personal data you have provided to us, and any resulting from your contractual relationship with BBVA, and send them to another company.	



Annual
General Meeting

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

You can also file a complaint with the Spanish Data Protection Agency (www.aepd.es).

These rights can be exercised at no cost.