



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?

If you are 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), number of shares, address, e-mail and phone.

If you are a proxy representative of a shareholder (legal person), BBVA may process the following personal data: full name, post, phone number and address.

HOW DID WE OBTAIN YOUR PERSONAL DATA?

We obtained your personal data either because you are a shareholder (natural person) or 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 representative of a shareholder (legal person), BBVA process your personal data to manage and process your consultation.

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 (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?

If you are a shareholder (natural person) or representative of a shareholder (legal person), we will store your personal data as long as the consultation process lasts. Once this period has concluded, we will block your personal data and store them for 1 year. 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.

Your data as a shareholder (natural person), and/or representative of a shareholder (legal person) may be transferred, where appropriate, to the Notary for the purpose of notarising the record of 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 (ww.bbva.com) or are disclosed in the BBVA General Shareholders' Meeting, which may be recorded on video and publicly broadcast on said website.

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.	If you are a shareholder or proxy representative: accionistas@bbva.com
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	You can ask for a restriction on the processing of your data 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 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.	
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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.