

## Processing of personal data

### WHO IS RESPONSIBLE FOR PROCESSING YOUR PERSONAL DATA?

Banco Bilbao Vizcaya Argentaria, S.A. ("BBVA"), with registered office at Plaza de San Nicolás 4, 48005, Bilbao, Spain. Email address: [accionistas@bbva.com](mailto:accionistas@bbva.com)

### WHO IS THE BBVA DATA PROTECTION OFFICER AND HOW CAN YOU CONTACT HIM/HER?

The Data Protection Officer is the person at BBVA who is in charge of protecting the fundamental right to personal data protection and is responsible for compliance with data protection regulations. You can contact BBVA's Data Protection Officer at: [dpogrupobbva@bbva.com](mailto:dpogrupobbva@bbva.com)

### WHAT PERSONAL DATA OF YOURS DOES BBVA PROCESS?

As a natural person shareholder, BBVA may process the following personal data: First name, surname(s), identity document (national ID, passport or any other that may be required in the process), your number of shares, address, email and telephone.

If you are acting as a representative of a legal person shareholder, BBVA may process the following personal data: name, surname(s), position, telephone and address.

### HOW DID WE OBTAIN YOUR PERSONAL DATA?

We have obtained your personal data both as a natural person shareholder and, where appropriate, as a representative of a legal person shareholder when you have provided them to us.

### WHAT DO WE USE YOUR PERSONAL DATA FOR?

Both as a natural person shareholder and as a representative of a legal person shareholder, BBVA processes your personal data to manage and process your enquiry.

### WHY DO WE USE YOUR PERSONAL DATA?

The basis of legitimacy that allows BBVA to process your personal data both as a natural person shareholder or a representative of a legal person shareholder is to fulfil our legal obligations, including Spanish Royal Legislative Decree 1/2010 of 2 July, which approved the consolidated text of the Capital Companies Act.

## HOW LONG WILL BBVA RETAIN YOUR DATA?

Both as a natural person shareholder and as a representative of a legal person shareholder, BBVA will retain your personal data during the enquiry process. Once terminated, your personal data will be blocked for one year. At the end of this period, your data will be destroyed.

## TO WHOM WILL WE DISCLOSE YOUR DATA?

We will not divulge your personal data to third parties as a natural person shareholder or as a representative of a legal person shareholder, unless required to do so by law.

Your data as a natural person shareholder and/or representative of a legal person shareholder, as applicable, may be communicated to the Notary to draw up the notarial record of the General Meeting and may be provided to third parties in exercising the right to information provided for by law, or be made accessible to the general public insofar as they appear in the documentation which is available on our website ([www.bbva.com](http://www.bbva.com)) or are made public at the BBVA General Shareholders' Meeting, the holding of which may be recorded by audiovisual means and transmitted publicly on said website.

In order to provide you with adequate service and manage our relationship with you, certain companies that provide services to BBVA may access your personal data. In the event that international data transfers occur, such transfers are made: (i) to countries with a comparable level of protection to that of the European Union (suitability decisions made by the European Commission); (ii) through standard contractual clauses; and (iii) based on other suitable measures as provided for by law. For more information, you can contact the BBVA Data Protection Officer by sending an email to the following email address: [dpogrupobbva@bbva.com](mailto:dpogrupobbva@bbva.com).

## WHAT ARE YOUR RIGHTS WHEN YOU PROVIDE YOUR DATA TO US?

RIGHT	CONTENT	CUSTOMER SERVICE CHANNELS
Access	You may consult your personal data included in BBVA's files.	If you are a shareholder or representative:  <a href="mailto:accionistas@bbva.com">accionistas@bbva.com</a>
Rectification	You can modify your personal data if they are inaccurate.	
Deletion	You may request that your personal data be deleted.	
Objection	You may request that your personal data not be processed.	

Restriction of processing	<p>You may request that the processing of your data be restricted in the following cases:</p> <ul style="list-style-type: none"> <li>- When the accuracy of your data is contested and is being verified.</li> <li>- When such processing is unlawful, but you object to your data being deleted.</li> <li>- When BBVA does not need to process your data, but you need your data to submit or defend claims.</li> <li>- When you have objected to your data being processed in order to undertake a task in the public interest or to satisfy a legitimate interest, while checking whether the legitimate reasons for processing prevail over your own.</li> </ul>	
Data portability	<p>You may receive the personal data you have provided to us and those obtained as a result of your contractual relationship with BBVA in electronic format, and you may transmit them to another entity.</p>	

If you believe we have not processed your personal data in accordance with regulations, contact BBVA's Data Protection Officer at [dpogrupobbva@bbva.com](mailto:dpogrupobbva@bbva.com)

You may also submit a complaint to the Spanish Data Protection Agency ([www.aepd.es](http://www.aepd.es)).

In order to exercise your rights, attach a copy of your national ID card or equivalent ID document with your request.

These rights may be exercised at no cost.