

#### **\*\*\*\* Personal Data Protection Notice \*\*\*\***

In accordance with the provisions of European and national legislation on privacy, please note that, in its capacity as Data Controller, Banca d'Italia, located at Via Nazionale 91, Rome, processes personal data, including special categories of personal data and personal data relating to criminal convictions and offences, collected in the course of handling complaints submitted by users to report misconduct on the part of supervised intermediaries.

Complaints are also handled using artificial intelligence (AI) tools to help identify recurring problems from the information they contain, which could be of interest for taking supervisory action. No automated decision-making, including profiling, that may have an impact on the rights of natural persons is carried out using these AI tools.

Data processing is governed by a Regulation adopted by Banca d'Italia, published on its website as well as in the *Gazzetta Ufficiale della Repubblica Italiana*, General Series no. 75 of March 30<sup>th</sup>, 2022, which constitutes its legal basis.

Data processing is carried out for the purposes of supervision of the banking and financial system and is necessary for the management of information relating to the complaint. The handling of complaints serves a significant public interest consisting in carrying out controls on supervised intermediaries regarding the transparency of contractual conditions, fairness in customer relations, and the rights and obligations of the parties involved in the provision of payment services.

Without prejudice to the fact that the data and the processing using AI tools are not divulged outside Banca d'Italia, copies of the complaints are sent to:

- the supervised intermediaries against which the complaint is lodged;
- public administrations and authorities or entities with oversight functions which are competent to deal with the matter referred to in the complaint and/or towards which there is an obligation to collaborate, including through the exchange of information, including: Consob, Covip, Ivass, the Italian Competition Authority (AGCM), the Agents and Brokers Organization (OAM), the Small-Loan Guarantee Consortiums Organization (OCM), the Supervisory Body for the Single Register of Financial Advisors (OCF), Foreign Supervisory Authorities, the ECB;
- Judicial and investigative authorities, based on the obligations set forth by law, as well as their intended purposes.

Data are provided on a voluntary basis and processed electronically in ways that are closely linked to the purposes described above. Appropriate security measures are in place to guarantee the confidentiality of the personal data and to prevent access by unauthorized third parties or personnel.

The data are also used in the statistical analysis of complaints and their outcomes, supporting Banca d'Italia's supervisory and consumer protection functions. For these purposes, we hereby inform the data subject that they may be contacted again, after the complaint is handled, to take a statistical survey, participation in which is voluntary.

The data will be preserved for the time necessary to pursue the purposes for which they have been collected: 10 years in the AI application used to analyse the information contained in complaints; for the time provided for in the Document Retention Plan which establishes the retention periods for various types of documents, also taking into account additional purposes in the public interest, such as, for example, those connected with collaboration with the judicial authority and with other sector authorities and public administrations, as provided for by law. The data can be communicated to the Head of the Consumer Protection Directorate, the heads of the various units involved, and to the personnel authorized to handle the complaints and to supervise banking and financial intermediaries.

Data subjects can exercise the rights referred to in Articles 15 to 22 of the General Data Protection Regulation (Regulation (EU) 2016/679) - without prejudice to those cases where the conditions referred to in Article 2-*undecies* of Legislative Decree 196/2003 are met - requesting access to their personal data and the rectification or erasure of the same or restrictions on their processing by contacting the Data Controller - Organization Directorate, Via Nazionale 91 - 00184 - Rome, e-mail [org.privacy@bancaditalia.it](mailto:org.privacy@bancaditalia.it) or the Data Protection Officer.

The Data Protection Officer for Banca d'Italia can be contacted at Via Nazionale 91 – 00184 Rome, or at the following email address: [responsabile.protezione.dati@bancaditalia.it](mailto:responsabile.protezione.dati@bancaditalia.it).

Should the data subject deem that their data have been handled in breach of the law, they can lodge a complaint with the Italian Data Protection Authority (*Garante per la Protezione dei dati personali*).