



WESTEND BANK

EST. 1929

## Notice pursuant to Art. 13 GDPR regarding the collection of personal data for complaints management purposes

Westend Bank AG | Wendelsweg 64 | 60599 Frankfurt am Main

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- 1. Name of controller:** Westend Bank AG  
Wendelsweg 64  
60599 Frankfurt am Main  
Telephone: +49 69 660 595 6 00  
Fax: +49 69 660 595 6 99  
E-Mail: [info@westendbank.de](mailto:info@westendbank.de)
- 2. Contact information of data protection officer:** GAR Gesellschaft für Aufsichtsrecht und Revision mbH  
Wirtschaftsprüfungsgesellschaft  
– Data Protection Officer –  
Stichlingstrasse 1  
60327 Frankfurt am Main  
E-Mail: [datenschutzbeauftragter@westendbank.de](mailto:datenschutzbeauftragter@westendbank.de)
- 3. Purpose of personal data processing:** Our complaint management aims at improving the services provided by Westend Bank AG and at fulfilling our customers' needs in a more targeted manner. Westend Bank AG takes all suggestions and criticism seriously and always welcomes complaints as an opportunity. Complaints can be submitted electronically, by letter, in person or over the phone.
- Our complaints management process does not oblige you to disclose certain data. Please note, however, that we will be unable to process your complaint without having the necessary data. In general, we process the following personal information concerning you:
- Your contact details (address, telephone number, email address, as applicable, account number, as applicable)
  - Description of facts and circumstances
  - Indication of what you intend to achieve with your complaint
  - Copy of documents supporting your complaint (if available)
- 4. Legal basis of data processing** The processing of personal data in the context of our complaints management process is based on the legitimate interest of Westend Bank AG in improving its services and internal processes, if necessary also for the purpose of detecting and preventing misconduct and preventing damages and liability risks for the bank (Art. 6 (1) lit. f GDPR in conjunction with Sections 30 and 130 of the German Act on Regulatory Offences, OwiG).
- 5. Recipients/Categories of recipients** Complaints received are handled by a small number of expressly authorized and specially trained Westend Bank AG employees and are always treated

confidentially. These employees review the matter and, if necessary, conduct a more extensive investigation into the circumstances of a matter.

If, in a specific case, it is necessary to transmit data to be able to handle the complaint, we will obtain your prior consent to the transmission of data. In addition, your personal data will only be disclosed by way of exception, for example if we are required to do so by law or if such disclosure is necessary for the protection of our rights and those of third parties.

In specific cases, Westend Bank AG may have an obligation under data protection law to inform accused persons of the allegations made against them. Should a corresponding legal obligation or a requirement under data protection law (clarification of information) apply, other conceivable categories of data recipients may include law enforcement agencies, antitrust authorities, banking supervisory authorities, courts, as well as law firms and auditing firms commissioned by the bank.

**6. Transmission to a third country**

In connection with the complaints management process, the bank generally does not transmit any data to a third country.

**7. Data retention period**

The personal data related to a complaint are deleted as soon as they are no longer required for the purpose for which they were collected. The complaints management process is completed when it is obvious, considering the circumstances, that the matter in question has been conclusively clarified/resolved.

**8. Rights of data subjects**

According to the GDPR, data subjects have the following rights:

- the right to obtain information about the data concerning you that is stored by us,
- the right to request the correction, erasure and restriction of processing of your data,
- the right to lodge a complaint with us concerning the processing of your personal data,
- the right to object against the processing of personal data concerning you. If you object, your data will no longer be processed by us, except if compelling legitimate grounds for such processing apply which override your interests,
- the right to lodge a complaint with a data protection supervisory authority if you believe that the processing of data concerning you violates the GDPR or another data protection law.

**9. Right to lodge a complaint with a data protection supervisory authority**

If you believe that, in processing your personal data, we are violating German or European data protection law, please contact us to clarify any questions you may have. Of course, you also have the right to contact your competent supervisory authority, the respective state office for data protection supervision (Landesamt für Datenschutzaufsicht). Contact information for Hesse: Der Hessische Beauftragte für Datenschutz und Informationsfreiheit, Postfach 3163, 65021 Wiesbaden.