

# Processing of personal data

## Who is the data controller of your personal data?

BANCO BILBAO VIZCAYA ARGENTARIA, S.A. ("BBVA"), with registered office at Plaza de San Nicolás, 4 48005 Bilbao and Tax ID Number A-48265169. E-mail address: [infobbvapivot@bbvapivot.com](mailto:infobbvapivot@bbvapivot.com)

## Why do we use your personal data and what basis for?

For implementation and management of the content of the email you have sent us, as well as subsequent communication with you to provide you with further information via email your request, in particular, to contact you in order to resolve any queries you may have.

## How long will we keep your data?

We will keep your information as long as necessary to manage your email content and manage your queries and then we will cancel them by blocking them, during the applicable statutory limitation periods, and then we will remove them.

## To whom will we communicate your data?

We will not transfer your personal data to third parties, unless we are required to do so by law or you provide your prior consent.

## What are your rights when you give us your data?

- Have access to your personal data contained in BBVA's files (right to access)
- Request modification of your personal data (right of rectification)
- Request your personal data not being processed (right to object)
- Request the erasure of your personal data (right of erasure)
- Limit the processing of your personal data for the cases allowed (restriction of processing)
- Receive and transfer to another company, in electronic format, the personal data you have provided to us and any resulting from your relationship with BBVA (portability)

You can exercise the aforementioned rights with BBVA (attaching a copy of a document that proves your identity) through the following address: [derechosprotecciondatos@bbva.com](mailto:derechosprotecciondatos@bbva.com) or to Servicio Atención al Cliente Grupo BBVA, APDO: 1598 - 28080 Madrid.

You are responsible for the accuracy of the personal data you provide to BBVA and for keeping this information duly updated.

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

You can find more information in the "Personal Data Protection Policy" document on this website.