

Information on data protection in connection with the virtual Annual General Meeting of Erste Group Bank AG

If you attend the virtual Annual General Meeting of Erste Group Bank AG, your personal data will be processed. Below we provide you with the essential information about this.

1. Who is responsible for data processing?

Erste Group Bank AG, Am Belvedere 1, 1100 Vienna,
<https://www.erstegroup.com/de/impressum>.

2. Who is the Data Protection Officer?

Dr. Gregor König, c/o Erste Group Bank AG, Am Belvedere 1, 1100 Vienna,
datenschutz@erstegroup.com.

3. For what purposes should the personal data be processed and what is the legal basis for this?

• *General:*

Your personal data will be processed in order to conduct the virtual Annual General Meeting of Erste Group Bank AG (preparation, implementation, and follow-up). The associated data processing is mandatory according to the Austrian Stock Corporation Act and under COVID-19 Company Law Act (COVID-19-GesG) and COVID-19 Company Law Ordinance (COVID-19-GesV). In addition, there may be a legitimate interest to process data for the purposes of legal action, law enforcement or fraud prevention.

• *Video transmission and recording*

The virtual Annual General Meeting will be broadcast over the internet via public live stream (video with audio). The legal bases are sec 102 (4) Stock Corporation Act, sec. 1 (2) COVID-19 Company Law Act (COVID-19-GesG) and COVID-19 Company Law Ordinance (COVID-19-GesV). The live stream can be viewed at: www.erstegroup.com/hauptversammlung. Since this is a "one-way connection", no video or audio data of the participating shareholders or other audience members will be processed. Questions received by email can be read out, including the sender's name.

The recording of the live broadcast will be publicly available until Friday, 13 November 2020 via the links provided. This serves the legitimate interest of Erste Group Bank AG to make the results and occurrences of the Annual General Meeting accessible also to those who were unable to attend (or unable to follow the live video broadcast) and, at the same time, giving them the opportunity to view the several-hour recording on the three following days.

4. What data is processed for the purposes indicated above?

For the purposes of handling the Annual General Meeting, master data of the shareholders and authorized representatives, data on representation and data on securities investment is required, i.e. name (company), place of residence (registered office), date of birth (register and registration number of legal entities), amount or number of shares represented, securities account number, voting card number, attendance status, questions asked by email and the answers thereto.

5. Who are the recipients of the personal data?

- Processors and service providers handling the Annual General Meeting, HV Veranstaltungsservice GmbH (Köppel 60, 8242 St. Lorenzen/Wechsel), the notary's office appointed by Erste Group Bank AG and – for video broadcasting and recording – A1 Telekom Austria AG (Vienna) and beVideo GmbH (Vienna).

- *Public authorities*, in particular the Company Register (Vienna Commercial Court), or, where applicable, the Financial Market Authority, the Vienna Stock Exchange or Österreichische Kontrollbank.
 - *The public* with regard to video broadcasting and recording.
- 6. How long will the personal data be stored and what criteria will be used to determine the duration of storage?**
- The personal data of the shareholders and authorised representatives is stored for as long as the status of bearer shareholder applies. Beyond this, for as long as statutory storage requirements apply.
 - For the video recording, see point 3.
- 7. What are the rights of data subjects? Is there a right of complaint?**
- Applicable rights are the right of access, to rectification, to erasure, to restrict processing, to object, and to data portability.
 - The data subject also has the right to lodge a complaint with the Data Protection Authority, Barichgasse 40-42, 1030 Vienna, dsb@dsb.gv.at.
- 8. Is the provision of personal data a statutory requirement, is there an obligation to provide it, and what are the possible consequences of failure to provide such data?**
- The provision of personal data is mandatory by law (Stock Corporation Act). It is not possible to attend the Annual General Meeting without providing it.
- 9. Is the decision-making process automated and does it include any profiling?**
- No, such data processing does not take place.
- 10. Is personal data also processed that was not collected from me?**
- If you did not register for the Annual General Meeting yourself, we will have received your personal data either from a representative authorised by you or from your custodian bank. In these cases, the data in question is your master data (in particular name, address, and date of birth) as well as details of your securities investment (in particular securities account number and number of shares).

You can find more information on data processing at: <https://www.erstegroup.com/de/datenschutz>.