

Privacy Statement of Norddeutsche Landesbank (NORD/LB) and Serrala Cloud Solutions GmbH for the "NORD/LB Business App"

The privacy of your personal information is very important to us as at NORD/LB. We strictly comply with the regulations of the existing privacy laws and are your contact for privacy issues of "NORD/LB Business". The same applies to Serrala Cloud Solutions GmbH as provider of the software "NORD/LB Business" and your technical service provider for the "NORD/LB Business App".

With this privacy statement, NORD/LB and Serrala Cloud Solutions GmbH would like to inform you about the type, scope, and purpose of the personal information we process for the "NORD/LB Business App". In addition, this privacy statement informs you of your rights.

When using the "NORD/LB Business" software, personal information is displayed at various locations, but it is not collected or retained in the app. Processing is performed in the "NORD/LB Business Banking" (online banking) application.

For example, the app can display payment reasons, incl. sensitive content, but they are processed by your entry in the online banking application for which you have given your consent there.

We treat all information in strict confidence and only use it for the permissible purposes, if necessary, in compliance with permissible changes of purpose. We do not sell the information collected from you or use it for unauthorized purposes, transfer it to third parties without a legal basis, especially a legal obligation, under any circumstances.

1. General provisions

"NORD/LB Business App" is an application for smartphones (app) with which you can provide an electronic signature on payment files in accordance with the EBICS standard without an additional smart card, USB stick or disk. The app is an addition to the payment portal "NORD/LB Business Banking", which is designed as a Web application. While using the app, account holder information and payment information is exchanged only between the payment portal and your mobile device (e.g., iPhone). NORD/LB or the provider of the "NORD/LB Business" software, Serrala Cloud Solutions GmbH, Am Borsigturm 12, 13507 Berlin will at no time process your personal information and the payment transaction information for unauthorized purposes during normal operation.

2. Type of information

We collect, retain, and process the following information during regular use of "NORD/LB Business App":

Personal information

- Last name, first name (possibly in the sender email)
- Email address (log file sender)
- Device ID
- Time of communication between the mobile device and "NORD/LB Business Banking"
- Information about your banks
- Information about your accounts
- Information about transactions on your accounts
- Information about payments (incoming and outgoing transactions) with information about beneficiary, amount, payment reason, etc.

- In addition, you can, for example in the event of an error, send technical log files directly to Serrala Cloud Solutions GmbH by email. You can look at the log file content before sending it. You can also delete the log files from your device.

3. Processing of information

We use the contents of the technical log files, which may be generated during use and transmitted to Serrala Cloud Solutions GmbH, to analyze possible technical problems. We do not use the information for any other purpose. When using this general data and information, Serrala Cloud Solutions GmbH does not identify you.

All other information is required for the functionality of the app and is only retained in the app (encrypted on the device) and in the payment portal "NORD/LB Business Banking". Communication between the app and the "NORD/LB Business Banking" portal is encrypted, as is the information retained on your device. The anonymous data of the server log files are retained separately from all personal information you provide.

4. Deletion periods

NORD/LB and Serrala Cloud Solutions GmbH process and retain your personal information only for the period that is necessary to achieve the purpose of retention according to section 3, first sentence or if and as long as is required by law or regulations to which NORD/LB or Serrala Cloud Solutions GmbH are subject. If the retention purpose or the statutory retention period no longer applies, the personal information is restricted or deleted in accordance with the law.

5. Technical security

We continuously check and update our technical and organizational security measures to protect your information. These measures are intended to prevent unauthorized access, unlawful deletion or manipulation and the accidental loss of information in the best possible way.

6. Information on the legal basis of the processing of personal information

By downloading the app, you enter a contract with Serrala. The processing of personal information is necessary for the performance of the contract into which you entered. It is based on Art. 6(1)(b) GDPR. The same applies to processing operations required for the execution of pre-contractual measures, for example in case of inquiries about our products or services.

7. Responsible parties for processing personal information when using the NORD/LB Business App

Responsible parties in terms of Art. 4(7) GDPR are NORD/LB and Serrala Cloud Solutions GmbH.

8. Contacts

For all inquiries, clarifications, and questions regarding the processing of personal information by NORD/LB please contact:

NORD/LB Norddeutsche Landesbank Girozentrale
Torsten Lipsch
Friedrichswall 10
30159 Hannover
Fon: +49 (0) 511 361-2808
Fax: +49 (0) 511 361-982808
E-Mail: datenschutz@nordlb.de

Please contact Serrala Cloud Solutions GmbH if you have any questions regarding privacy issues for the app:

dataprotection@serrala.com