



## **PRIVACY NOTICE FOR CLIENTS AND VISITORS TO DBNM JSC SKOPJE**

The Law on Personal Data Protection regulates the protection of personal data as the basic rights and freedoms of citizens, and especially the right to privacy in connection with the personal data processing, personal data processing confidentiality and protection, the transfer of personal data to other countries and disclosing personal data to third parties.

This Privacy Notice refers to the processing of your personal data by the Development Bank of North Macedonia AD Skopje, as well as to your rights.

Development Bank of North Macedonia JSC Skopje devotes considerable attention to personal data protection in all its business processes, implementing the standards set by the regulations for personal data protection in the Republic of North Macedonia and the established internal documentation in the bank.

### **BASIC INFORMATION**

Data Controller: Development Bank of North Macedonia JSC Skopje (DBNM)

Headquarters: 26 Dimitrie Chupovski Str., 1000 Skopje

VAT Nr.: 4030998350604

Registered ID number: 5240425

Phone number: 02/3115-844

[www.mbdp.com.mk](http://www.mbdp.com.mk)

e-mail: [info@mbdp.com.mk](mailto:info@mbdp.com.mk)

The processing of data on clients and visitors who enter the business space of DBNM is performed in accordance with Article 90 of the Law on Personal Data Protection, for the purpose of protecting the life or health of people and employees due to the nature of the work, ownership, vital information and information systems, as well as for the purpose of providing control over entry and exit from the official premises for security purposes only.

### **COLLECTION OF PERSONAL DATA BY THE CONTROLLER**

The personal data collected by DBNM in the role of Controller, which are further subject to processing, are processed in accordance with the regulations governing the area of personal data protection.

We collect your personal data when:

- You enter the bank premises

### **PURPOSE OF PERSONAL DATA PROCESSING**

We process your personal data only for security purposes such as protecting the life or health of people and employees due to the nature of the work, property, vital information and information systems, as well as for the purpose of ensuring control over entry and exit from official premises.

### **CATEGORIES OF PERSONAL DATA WE PROCESS**

DBNM processes the following categories of personal data:

- name and surname;
- ID card number;
- name and surname of the employees in DBNM where the visitor is directed.

## SPECIAL CATEGORY OF PERSONAL DATA

- [physical appearance of the persons entering and leaving the official premises of DBNM](#),

## TRANSFER OF PERSONAL DATA

DBNM may transfer your personal data at the request of judicial authorities, the Ministry of the Interior or other institutions that, according to the law, can request your data from the Controller.

## PERSONS AUTHORIZED FOR THE PERSONAL DATA PROCESSING

DBNM issues special authorizations - decisions to employees for the processing of personal data of the clients and visitors to the bank. These authorized persons, before starting their work, and also through the organization of continuous training, learn about the protection of personal data processing.

## MEASURES FOR THE PROTECTION OF PERSONAL DATA

The operation and actions of DBNM in relation to the protection of personal data of the clients and visitors are fully compliant with the regulations for the protection of personal data in the RNM. This implies a fully implemented system of technical and organizational measures for confidentiality and protection of personal data processing, such as:

- strict security procedures are applied to reduce the risk of breaching the security of personal data such as unauthorized disclosure, unauthorized access to the personal data of natural persons, and other security incidents;
- the equipment/premises where personal data is stored is located in a secure environment with limited physical access;
- firewalls, strong passwords, anti-virus programs, and other measures to protect personal data (eg encryption and pseudonymization) are used;
- only authorized persons have access to personal data within the DBNM, and the authorizations are regulated in accordance with the work processes in the bank;
- DBNM employees are committed to ensuring confidentiality;
- DBNM conducts regular training about the protection of personal data for employees, which ensures a satisfactory level of awareness within the organization.

## STORAGE TIME OF PERSONAL DATA

Data is kept: 1 year for visitor records; 30 days for video surveillance records;

## RIGHTS OF PERSONAL DATA SUBJECTS

- Right to be informed and have access to personal data,
- Right to rectification,
- Right to erasure (“right to be forgotten”),
- Right to restriction of processing,
- Right to data portability,
- Right to object and automated individual decision-making, including profiling,
- Right to withdraw consent.

The subject of personal data may, at his/her request, receive information about:

- whether personal data are collected from the data subject;
- which categories of personal data are processed;
- the purposes of the processing for which the personal data are intended as well as the legal basis for the processing;

- recipients or categories of recipients of the personal data;
- sources of personal data;
- the period for which the personal data will be stored;
- whether personal data is transferred to a third country or international organization.

To exercise your rights, you can submit a request in person or through a proxy. The form is available at the following link:

- [Request to exercise the subject's rights to personal data](#)
- [Power of attorney](#)

#### OTHER INFORMATION

If you have any questions, remarks, or comments regarding this Privacy Notice, you can direct them to the [Personal Data Protection Officer](#) of DBNM.