



**Documentation of reportable automated processing of personal data  
in accordance with § 4d of the *Bundesdatenschutzgesetz*  
(BDSG - German Federal Data Protection Act)**

**Deutsche Postbank AG  
Friedrich-Ebert-Allee 114-126  
53113 Bonn, Germany**

**Public Directory of Procedures**

§ 4g BDSG prescribes that the data protection officer makes the following information available to the general public in a suitable form in accordance with § 4e BDSG:

**1. Name of the data controller:** Deutsche Postbank AG

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**2. Board of Management:**

Dr. Wolfgang Klein  
(Chairman of the Board of Management)  
Hans-Peter Schmid, Stefan Jütte,  
Horst K pker, Dr. Mario Daberkow,  
Dirk Berensman, Ralf Stemmer,  
Dr. Michael Meyer, Guido Lohmann

**Mandated data processing manager:**

Manfred L w,  
Board of Management member responsible for Operations

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**3. Address of the data controller:**

Friedrich- Ebert-Allee 114-126  
53113 Bonn, Germany

**Address of the company mandated with data processing:**

We have mandated  
**Postbank Systems AG, Baunscheidtstrasse 8,  
53113, Bonn, Germany**  
with the processing and storage of the data and the  
technical development of the payment process in  
accordance with § 11 BDSG

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**4. Purpose of the data collection, processing or use:**

The object of the Company is the conduct of banking transactions of all types, the provision of financial or other services and the activities associated with these activities.

The Company is entitled to conduct all other transactions and measures that appear suitable to serve the object of the Company. (Extract from § 2 of Deutsche Postbank AG's Articles of Association)

Deutsche Postbank AG conducts banking transactions for private and corporate customers. The General Terms and Conditions of Business (AGB) apply for all business relationships between the customers and the domestic branches of Postbank; the Special Terms and Conditions of Business additionally apply for special individual relationships.

As a multi-channel bank, the marketing and sales structure is split into Over-The-Counter Sales, Direct Sales, Third Party Sales and Mobile Sales. The following divisions are responsible for client offerings:

- **Accounts and Cards** for checking accounts, credit cards, account services (online and telephone banking, giro pay, travel and *Minuten* (fast) service, foreign payments)

- **Loans** for private customers and private vehicle leasing

- **Investments and Savings** for savings products

- **Funds and Stock Markets** for brokerage services (shares, bonds, investment funds, certificates and warrants)

- **Home Savings and Mortgage Lending**

- **Insurance and Retirement Provision** for pensions, direct and term insurance, accident insurance, death benefit insurance

- **Finance and Investment Advice** through the mobile personal service

Data is collected, processed and used to fulfill the purposes stated above.

Further purposes of data collection, processing and use include personnel management, the provision of advice to interested parties and all activities required in connection with banking transactions.

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**5. Description of the affected group(s) of persons and the related data or data categories:**

The following personal data is collected, processed or used for groups of natural persons to the extent that this is required to fulfill the purposes mentioned in point 4:

Agents/suppliers, employees, job applicants, interested parties and customers.

The following personal data is collected, processed or used for categories of natural persons to the extent that this required to fulfill the purposes mentioned in point 4:

- **Agent/supplier data** (e.g. surname of the agent or the supplier, his address)

- **Employee data** (e.g. surname, first name, address, job description, income data, social data)

- **Job applicant data** (e.g. surname, first name, address, references)

- **Interested party data** (e.g. surname, first name, address, if applicable also asset data and product interests)

- **Customer data** (e.g. master data, business relations data, asset data and further general data on the customer)

- **Account data** (e.g. master data, industry of the business partner (customers), business partner number, account number, customer number, payment processing data, key fields, account file data)

- **Sales data** (e.g. account transaction data, account balances)

- **Personnel payment data** (e.g. data connected with the processing of wages, salary or other remuneration benefit processing).

**Note:**

- Some of the data stated above is collected, processed or used in line with statutory or banking supervisory provisions (e.g. the German Fiscal Code, the German Banking Act or the German Money Laundering Act).

- At Postbank, telephone numbers are listed digitally in telephone banking and brokerage division for purposes of documentation and evidence under statute as well as in line with the General Terms and Conditions of Business and individual contractual terms and conditions.

Data is forwarded to the following parties to fulfill the purposes mentioned in point 4:

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**6. Recipients or categories of recipients who can receive the data:**

- **Internal offices**, e.g. Postbank's specialist departments such as Corporate Communications, Accounting/Controlling, Internal Audit, Marketing, Sales, Credit Operations, Securities Business, Treasury, Account Management, Payment Processing, Investigations, Legal, Human Resources, as well as external agents who stand in an agent data processing relationship in accordance with § 11 BDSG (e.g. Postbank Systems AG, Deutsche Post AG).

- **External offices**, e.g. public offices such as social security funds, revenue authorities, the German Financial Supervisory Authority, the Federal Finance Office, health insurance funds, the German Pension Insurance Association, the Federal Employment Agency or stock market-oriented companies (e.g. Deutsche Börse AG and others).

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**7. Planned data transfer to third states:**

A data transfer to states outside the European Union - EU - or the European Economic Area - EEA - (third states) can e.g. take place within the framework of the execution of a customer order or for the settlement of the payment transaction where the payment recipient manages his account in a third state.

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**8. Deadlines for the deletion of data:**

The legislator prescribes numerous duties to maintain records and record maintenance deadlines. Following the expiry of these deadlines, the relevant data is routinely deleted to the extent that this is no longer required for the performance of the contract (e.g. giro or loan contract) or in accordance with § 31 BDSG. Data that is unaffected by the above is deleted if the purposes mentioned under point 4 cease to exist.