

Data protection information for visitors

<p>Pursuant to Articles 13, 14 and 21 of the General Data Protection Regulation (GDPR), we hereby provide you with information on how we process your personal data and on your claims and rights under the data protection legislation.</p>	
<p>Who is responsible for data processing and who can I contact?</p>	<p>Name and contact details of the controller:</p> <p>Landesbank Hessen-Thüringen Girozentrale Public-Law Institution (Anstalt des Öffentlichen Rechts) Neue Mainzer Strasse 52-58 60311 Frankfurt am Main Phone: +49-69-9132-01</p>
	<p>You can contact our bank Data Protection Officer at:</p> <p>Landesbank Hessen-Thüringen Girozentrale Public-Law Institution (Anstalt des Öffentlichen Rechts) Data protection officer Kaiserleistrasse 29 - 35 63067 Offenbach Phone: +49-69-9132-01 Email: datenschutz@helaba.de</p>
<p>Categories of personal data that are processed and sources from which they originate:</p>	<p>Your personal data is collected directly from you when you register. The data is collected by a member of staff at reception. In addition to your first name, surname and, if applicable, the name of the company on whose behalf you are visiting us, the data collected also includes details of the person you are visiting and the time of your visit. If you have been given a temporary ID card, its number will be noted.</p>
<p>Purposes for which the personal data are processed and the legal basis for this:</p>	<p>We process your personal data in accordance with the provisions of the EU General Data Protection Regulation (GDPR) and the German Federal Data Protection Act (BDSG), the Thuringian Data Protection Act (ThürDSG) and the Hesse Data Protection and Freedom of Information Act (HDSIG).</p>
<p>a. for compliance with legal obligations (Art. 6(1)(c) GDPR)</p>	<p>We are obliged to take security measures to protect the tenants/employees working at our sites and, above all, the information and data of customers as well as contractual partners that are processed at our sites. Only authorised persons are to be allowed access. Authorisation may be granted as a result of a visit to a Helaba employee who works at the site. Registration and collection are required. We record the number of the ID document of visitors in order to allow monitoring of the return of these ID documents and to enable us to cancel specific ID documents if they are lost, for example.</p>
<p>b. to protect our legitimate interests or those of third parties (Article 6(1)(f) GDPR)</p>	<p>Moreover, we pursue legitimate interests where the general safety and security of buildings, allowing/denying access to the premises and preventing and detecting criminal offences are concerned.</p>
<p>Recipients or categories of recipients of the personal data:</p>	<p>Within the Bank, the entities which are to be involved in the context of the visit obtain access to your data.</p> <p>For the reception service, we may also commission external service providers who will process your data solely in accordance with our instructions ("Order processing relationship", i.e. the Bank is operating as a processor). Your personal data are only evaluated on an event-driven basis. If the house rules are violated, a criminal offence is committed or if statutory provisions require it, the data can be passed on to public authorities or to third party lawyers.</p>

Data transfer to a third country:	Your data are not transferred to entities in countries outside the European Union (“third countries”).
Period for which the personal data will be stored:	We will store your personal data for three months starting from the date of your visit, unless statutory obligations require them to be stored for longer. The data are deleted after this period and when they have served their intended purpose.
Data subject rights:	<p>You have the right of access pursuant to Article 15 GDPR, the right to rectification pursuant to 16 GDPR, the right to erasure pursuant to Article 17 GDPR, the right to restriction of processing pursuant to Article 18 GDPR, the right to object arising from Article 21 GDPR and the right to data portability arising from Article 20 GDPR. With regard to the right of access and the right to erasure, the restrictions pursuant to Sections 34 and 35 of the German Federal Data Protection Act (BDSG) apply.</p> <p>In addition, you have the right to lodge a complaint with a competent data protection supervisory authority (Article 77 GDPR in conjunction with Section 19 BDSG).</p> <p>The competent supervisory authority for Helaba since 1st of January 2024 is as follows:</p> <p>The Hessen Commissioner for Data Protection and Information Security Gustav-Stresemann-Ring 1 65189 Wiesbaden Credit Institutions Department Phone: +49-0611-1408-0 Fax: +49-0611-1408-900-901 Email: poststelle@datenschutz.hessen.de</p> <p>Pursuant to Section 2 (1) of the Treaty on the Formation of a Joint Savings Bank Organization Hesse- Thüringen, the responsibility of the supervisory authority shall alternate between Hesse and Thuringia every four years.</p>
Information on whether a duty exists to make available the personal data:	The security concept of our locations provides, in principle, for the recording of the above-mentioned data. You will not be able to gain physical access to our sites without making available your personal data.

Information on your right to object pursuant to Article 21 GDPR

Right to object in individual cases

You have the right at any time, for reasons resulting from your particular situation, to object to the processing of personal data relating to you on account of Article 6(1)(e) GDPR (data processing in the public interest) and Article 6(1)(f) GDPR (data processing for the purposes of weighing up interests); this also applies to profiling within the meaning of Article 4(4) GDPR that is based on this provision.

If you withdraw your consent, we will no longer process your personal data unless we are able to provide evidence of binding justified reasons for such processing, which outweigh your interests, rights and freedoms, or if the processing serves to assert, exercise or defend legal claims.

Right to object to the processing of data for direct marketing purposes

In individual cases, we will process your personal data for direct marketing purposes. You have the right to object to the processing of personal data relating to you for such marketing purposes; the same applies to profiling if it is connected with such direct marketing. If you object to processing for direct marketing purposes, we will stop processing your personal data for these purposes.

Recipient of an objection

The objection may be submitted informally, quoting the reference "Objection" and stating your name, address and date of birth. It should be addressed to:

Landesbank Hessen-Thüringen Girozentrale
Public-Law Institution (Anstalt des Öffentlichen Rechts)
Helaba Data Protection Officer
Kaiserleistrasse 29 - 35
63067 Offenbach
Email: datenschutz@helaba.de