

Information on the protection of personal data

in accordance with Articles 13 General Data Protection Regulation (GDPR)

1. General information on processing activity

Name:	Exchange of banknotes and coins
Controller:	Oesterreichische Nationalbank (OeNB) Otto-Wagner-Platz 3, 1090 Vienna +43-(1) 40420 www.oenb.at/datenschutz.html
Data protection officer:	datenschutz@oenb.at
Purpose(s) of the processing operation:	Execution of the requested cash change as well as meeting legal documentation requirements for the exchange of banknotes and coins by the OeNB
Legal basis:	<ul style="list-style-type: none"> • Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the OeNB (Article 6 para 1 lit e GDPR): Articles 62 and 63 Nationalbank Act in conjunction with Decision of the European Central Bank of 19 April 2013 on the denominations, specifications, reproduction, exchange and withdrawal of euro banknotes (ECB/2013/10). • Processing is necessary for compliance with a legal obligation to which the OeNB is subject (Article 6 para 1 lit c GDPR): Directive (EU) 2015/849 of the European Parliament and the Council of 20 May 2015 on the prevention of the use of the financial system for the purposes of money laundering or terrorist financing in conjunction with the Financial Markets Anti-Money Laundering Act (FM-GwG).
Information on why the provision of personal data is required:	If you do not provide the mandatory personal data, the OeNB will not be able to exchange banknotes and/or coins.

2. Content of the data processing operation

Here you will find information on the nature of the personal data the OeNB processes with regard to different groups of data subjects. For each data category, information is provided on the data source, on any other purposes for which the OeNB may process these data, on whether the data will be transferred to recipients outside the OeNB, and on how long the OeNB will, as a rule, store the data. The subsequent tables provide details on data sources, other purposes of processing, data recipients, etc.

Groups of data subjects	Data category	Data source(s)	Other purposes of processing	Data recipient(s)	Duration of data storage
Person requesting the exchange of banknotes and/or coins	Name/company	H01	---	---	10 years from the end of the calendar year in which banknotes and/or coins were exchanged
	Contact person	H01	---	---	
	Telephone number or contact details required for other electronic means of communication	H01	---	---	
	E-mail address	H01	---	---	
	Address	H01	---	---	

	Details of the account to which exchanged amounts are transferred (name of account holder, IBAN, bank account number, BIC, name of bank, location (city/town, country))	H01	---	---	pursuant to Article 6 para. 1 lit. c GDPR in conjunction with Article 132 BAO and Article 6 para. 1 lit. f GDPR in conjunction with Article 209 para. 3 BAO; legitimate interest is the assertion, exercise or defense of legal claims
	Information on damaged/discolored banknotes and coins (information on type of damage/dicoloring, information on whereabouts of missing parts of banknotes, information on the origin of discolored banknotes and coins, number of banknotes and coins, currency, face value and serial number)	H01	---	---	
	Information on how to handle banknotes and coins that cannot be exchanged	H01	---	---	
	Signing data (date, place, signature)	H01	---	---	
	Reasons why exchange was refused (if any)	H01	---	---	
	Copy of ID (if exchanged amount > EUR 15,000)	H01	---	---	

3. Date source(s)

H + serial no.	Data source(s)	Public source (yes/no)
H01	Data subject, having banknotes or coins exchanged	No

4. Information on your rights as a data subject

You have the right to obtain confirmation as to whether or not your personal data, and which of your personal data, are being processed by the OeNB (Article 15 GDPR). You have the right to obtain the rectification of inaccurate personal data or to have incomplete personal data completed (Article 16 GDPR) as long as the rectification and/or completion of the data are necessary for the purpose of the processing operation. You have the right to obtain the erasure of your personal data if the OeNB has processed them unlawfully (Article 17 GDPR). Under certain conditions, you have the right to obtain restriction of the processing of your personal data (Article 18 GDPR). Should you consider your right to data protection infringed by any processing of your personal data by the OeNB, you may lodge a complaint with the Austrian Data Protection Authority (DSB) or bring an action before the competent civil court.

5. Right to object

You have the right to object to the processing of your personal data on grounds relating to your particular situation or where personal data are processed for direct marketing purposes (Article 21 GDPR).

6. Modalities for exercising your rights as a data subject

To assert your rights as a data subject, send a letter to “Oesterreichische Nationalbank, Abteilung REFC/Datenschutz, Otto-Wagner-Platz 3, 1090 Vienna, AUSTRIA” or an e-mail to datenschutz@oenb.at. In it, state in what way your personal data are subject to data processing by the OeNB, stating the name of the data processing operation as provided on top of this form and clearly specifying the details of your request. Moreover, please provide proof of your identity by enclosing a black-and-white copy of an official photo identification (e.g. your passport, driver’s license, identity card) or using a qualified electronic signature within the meaning of Article 3 (12) eIDAS Regulation to prevent improper requests by unauthorized third parties that might endanger the protection of your personal data. For the reasons outlined above, such requests must be made in writing.