

Data Protection and Consent for data processing

In order to continue with the registration for this service you need to complete the online specific fields, which require some of your personal data. Like: name surname, fathers name, birthday, telephone number & mobile, address, email address, personal identification ID and bank identification number.

Personal data Protection

The Bank considers your personal data and your privacy protection as a very important issue. Raiffeisen Bank is committed to respect legal framework regarding data protection the Law No. 9887 dated 10.03.2008 “On Protection of Personal Data” with changes, and other bylaws for their implementation, and in compliance with General Data Protection Regulation GDPR.

The detailed information regarding the category of data, purposes and criteria of processing ,and data protection, can be found in Bank’s webpage <https://www.raiffeisen.al/en/> at the address <https://www.raiffeisen.al/en/about/pages/data-protection/>

The user confirms the inputted data and authenticity of this information and declares he/she has correctly and authentically completed all the required information.

Consent

By completion of this online application specific fields, the user declares that he/she gives his/her approval to the Bank to elaborate the information only for internal usage and only for the purpose that he/she has voluntarily declared to gain the Complaints service. After inputting voluntarily all the required information in these specific fields, the user has the right to access his personal data, also to block, correct or delete them by making a request to RBAL, in compliance with Law no 9887 dated 10.03.2008”Protection of Personal Data” and GDPR.

You can withdraw from this application before you click “Submit”, in this case the bank shall not store your data. In case you want to withdraw from using this service after being registered, you may send an email request to the email address info@raiffeisen.al . In this case your personal data shall be stored only in the framework of the business relationship you continue to have with the Bank.

For any claim related to data protection the user has the right to claim to the “Commissioner for the Right of Information and Data Protection”