

PRIVACY NOTICE RELATING TO INDIVIDUAL CREST MEMBERS THAT HOLD SANTANDER CDIs

Banco Santander, S.A. (hereinafter, "**Santander**" or "**we**") understands the importance of personal data and is committed to protecting and respecting the privacy of all individual CREST members who hold CREST Depositary Interests representing Santander shares ("**Santander CDIs**") through the CREST system (hereinafter, the "**CREST Members**" or "**you**").

"**Personal data**" means any information relating to or which identifies you. This can include items such as your name, address, phone number, identification numbers, location data or online identifiers.

The General Data Protection Regulation (the "**GDPR**") regulates the processing of personal data. The GDPR seeks to protect your rights to your personal data by setting out, amongst other things, the conditions under which the processing of personal data is lawful, the rights of data subjects and the standards that organisations that handle personal data must adopt. This Privacy Notice is issued in compliance with the GDPR and seeks to explain to you what information we collect about you, how we use that information and the data processing practices of Santander (including how we protect your personal data).

DATA CONTROLLER

A '**data controller**' is responsible for deciding how and why it holds and uses personal data about you. Santander is the data controller in respect of all personal data relating to CREST Members that Santander receives from the operator of the CREST system.

Santander's Data Protection Officer's contact details: privacidad@gruposantander.es

HOW DO WE COLLECT YOUR INFORMATION?

The only personal data Santander collects about CREST Members is provided to Santander by the operator of the CREST system pursuant to a contractual agreement designed to facilitate the exercise of voting rights by holders of Santander CDIs. Santander does not collect any personal data relating to CREST Members itself or through any other third party.

WHAT INFORMATION DO WE COLLECT?

Pursuant to this contractual agreement with the operator of the CREST system, Santander is provided with the following information about you: (i) full name, (ii) your identification number in the CREST system, (iii) postal address, (iv) number of Santander CDIs held by you in the CREST system, (v) any scrip dividend rights attached to your Santander CDIs and (vi) whether you are an institutional or retail holder of Santander CDIs.

WHY DO WE NEED YOUR PERSONAL DATA AND HOW IS IT USED?

We need to receive this personal data about you from the operator of the CREST system in order to:

- (i) ensure that we are able to make appropriate arrangements for general shareholder meetings of Santander, including ensuring that you are notified of such meetings, arranging for the delivery of voting instructions to you and otherwise facilitating the exercise by you of any voting or other rights attached to the Santander CDIs held by you; and

- (ii) allow us to understand and monitor who owns Santander CDIs, for our own internal purposes.

The information provided to us by the operator of the CREST system is necessary to ensure that we are able to perform these activities and if we did not receive this information, it would not be possible for us to do so.

Your personal data is processed to allow us to comply with our legal obligations, to allow us to fulfil contractual obligations with CREST Members or where we have a legitimate interest in processing the information so that we can communicate effectively with CREST Members (including to facilitate the exercise of voting or any other rights attached to their Santander CDIs) and for the purposes of ensuring the proper administration of Santander's shareholding, including monitoring and keeping our internal records relating to holders of Santander CDIs up to date.

HOW LONG IS PERSONAL DATA KEPT?

Your personal data will not be retained for longer than is necessary for us to achieve the purpose for which we obtained it. We will then either securely delete it or anonymise it so that it cannot be linked back to you.

We will retain your personal data for as long as you remain a CREST Member and hold Santander CDIs in the CREST system, and for a maximum period of 12 years thereafter.

We may keep your data for longer than stated above if this is necessary to resolve any outstanding matters relating to your holding of Santander CDIs or to meet any legal, regulatory or tax requirement, but if we do so, we will make sure that your privacy is protected and only use your data for those purposes.

RECIPIENTS OF PERSONAL DATA

We have engaged Equiniti Limited and Equiniti Financial Services Limited (together "**Equiniti**") to operate the corporate sponsored nominee service on behalf of Santander. As part of this role Equiniti is responsible for company mailings sent on behalf of Santander to the holders of Santander CDIs. Personal data that we hold about you may be shared with Equiniti for the purposes of enabling Equiniti to send you company mailings, which you are entitled to receive as a holder of Santander CDIs.

If your personal information is processed by Equiniti outside the European Economic Area (EEA), this will be done under agreements based on the standard contractual clauses approved by the European Commission to ensure that the information is protected in the same way that it would be if it were processed within the EEA.

INTERNATIONAL DATA TRANSFERS

As a global company, Santander may transfer your personal data to countries outside the EEA, exclusively for the purposes described in this Privacy Notice. Santander has adopted the appropriate technical and organisational measures necessary to comply with the requirements laid down by applicable data protection regulation to guarantee the security and protection of the data and any such transfer would only be done under agreements based on the standard contractual clauses approved by the European Commission to ensure that the information is protected in the same way that it would be if it were processed within the EEA.

Should you have any questions about the appropriate safeguards Santander has in place around international transfers of data, please contact privacidad@gruposantander.es and you can find copies of the European Commission's standard contractual clauses at: https://ec.europa.eu/info/law/law-topic/data-protection/international-dimension-data-protection/standard-contractual-clauses-scc_en

YOUR PERSONAL DATA RIGHTS AND HOW TO EXERCISE THEM

You have rights in respect of the personal data that we hold about you. Details about all of your rights are provided below:

Your rights	Explanation
The rights to be informed about how we use your personal data.	This Privacy Notice provides you with details on how we use and process your data.
The right of access to a copy of any personal data we hold about you.	<p>If you request to see your personal data, your initial request will be free of charge; subsequent requests may attract an administration fee.</p> <p>Providing the rights and freedoms of others are not affected, we will supply to you a copy of your personal data.</p>
The right to request us to rectify or update your personal data.	This right would be relevant where the personal data we hold about you is or has become inaccurate or incomplete, taking into account the purposes of the processing.
The right to request us to erase your personal data in certain circumstances.	<p>The circumstances when erasure can apply include when we no longer need it to meet a lawful basis for processing or you object to the processing or the processing is unlawful.</p> <p>However, certain exclusions apply (for example, where the processing is necessary for compliance with a legal obligation or to establish, exercise or defend legal claims).</p>
The right to request us to restrict processing of your personal data.	This request can be used to stop us processing your personal data: if you disagree over the accuracy of the personal data until we have verified the data; the reason for processing; or if you wish us to retain your personal data for longer than our retention period, e.g., to establish, exercise or defend a legal claim.
The right to request a copy of your information for data portability purposes.	If you have provided personal data to us under contract or because you consented to the processing and use the data by automated means, then you have the right to instruct us to transmit that personal data to you or another data controller in a machine-readable format.

Your rights	Explanation
The right to object to us processing your personal data.	You have a right to object to us processing your data where we are processing it for the purpose of legitimate interests.
Right to lodge a complaint with a supervisory authority	<p>If you wish to raise a complaint on how we have handled your personal data, please contact us by sending an email to privacidad@gruposantander.es or post a letter to Banco Santander, S.A., Oficina Privacidad Santander, C/ Juan Ignacio Luca de Tena 11, 28027 Madrid, Spain, in either case quoting your identification number in the CREST system and we will investigate the matter and report back to you.</p> <p>If you remain unsatisfied with our response or believe we are not processing your personal data in accordance with the law, you are able to contact the data protection authority in your country.</p> <p>In the UK, it is the Information Commissioner's Office (ICO) who regulates data controllers' compliance with data protection legislation. They can be contacted by email: casework@ico.org.uk, post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone: 0303 123 1113.</p> <p>In Spain it is the Spanish Data Protection Agency who regulates data controllers' compliance with data protection legislation. They can be contacted online at www.aepd.es, by post: Agencia Española de Protección de Datos, C/ Jorge Juan, 6 28001, Madrid, and by telephone: (+34) 91 266 35 17</p>

DATA SECURITY

In accordance with applicable law and regulation, Santander has adopted the necessary technical and organisational measures to maintain the required level of security in respect of your personal data. It also has specific mechanisms in place to prevent, to the extent possible, unauthorised access, unlawful removal or modification, and data loss.

CHANGES

We may review and change this Privacy Notice from time to time and we encourage you to review this Privacy Notice periodically.

CONTACT US

If you have any questions about this Privacy Notice or the information we hold about you, please contact us:

By post:

Banco Santander, S.A.
Attn. Oficina Privacidad Santander,
C/ Juan Ignacio Luca de Tena, 11,
28027 Madrid
Spain

By email:

privacidad@gruposantander.es