

Recording and transcription of telephone conversations and Teams meetings

When you speak with Ringkjøbing Landbobank via telephone or Teams, the conversation will be recorded.

Conversations are recorded for several reasons:

- Under MiFID regulations, the bank is required to record and store all electronic communications with customers that lead or may lead to an order in financial instruments.
- The bank is obliged to provide advice in accordance with the Executive Order on Good Business Practice for Financial Undertakings, including preserving the advice given on a durable medium.

The recordings enable both you and the bank to clarify what has been agreed, should there later be any doubt or complaints.

All recordings are transcribed after the conversation has ended.

The recordings are used solely as documentation for the above purposes.

Storage of recordings and transcriptions

The recorded conversations and their transcriptions are generally stored for 5 years. Exceptionally, the Danish Financial Supervisory Authority may request that the information is available for up to 7 years.

Read more about the Bank's processing of your personal data on the website in the document "Information on the processing of your personal data in Ringkjøbing Landbobank"