



**DECISION**  
**BY THE GOVERNOR OF**  
**THE CENTRAL BANK OF THE REPUBLIC OF ARMENIA**

**09 OCTOBER 2024**

**N 1/387L**

**ON APPROVING THE PERSONAL DATA PROTECTION POLICY**  
**AT THE CENTRAL BANK OF THE REPUBLIC OF ARMENIA**

With the purpose of implementing a unified policy for the processing and protection of Personal Data at the Central Bank of the Republic of Armenia,

and guided by the Law “On Protection of Personal Data” and Clause (g<sup>1</sup>), Point 4, Article 18 of the Law “On the Central Bank of the Republic of Armenia”,

I hereby **decide**:

1. To approve the "Personal Data Protection Policy at the Central Bank of the Republic of Armenia" in accordance with the Appendix to this Decision.
2. This Decision shall enter into force in the manner prescribed by law.

MARTIN GALSTYAN

to Decision No. 1/387L of the Governor  
of the Central Bank of the Republic of Armenia  
dated October 9, 2024

## **PERSONAL DATA PROTECTION POLICY AT THE CENTRAL BANK OF THE REPUBLIC OF ARMENIA**

### **CHAPTER 1. GENERAL PROVISIONS**

1. The Personal Data Protection Policy of the Central Bank of the Republic of Armenia (hereinafter referred to as "Policy") sets out the main principles and processes for the processing and protection of Personal Data within the Central Bank of the Republic of Armenia (hereinafter referred to as "Central Bank").
2. In the process of Personal Data processing and protection, the Central Bank is guided by the Constitution of the Republic of Armenia, the Law "On the Central Bank of the Republic of Armenia," the Law "On Protection of Personal Data" (hereinafter also referred to as PDPL), the Labor Code of the Republic of Armenia, international treaties ratified by the Republic of Armenia in the field of Personal Data protection, as well as other relevant legal acts in the field of Personal Data protection.
3. The terms used in this Policy have the meanings established by the Law "On Protection of Personal Data."
4. The Central Bank ensures the review of this Policy as necessary, taking into account changes and developments in legislation, business practices, and legal enforcement practices.
5. The Central Bank ensures the publication of the updated version of this Policy on the official website of the Central Bank.
6. If, in the course of fulfilling any particular legal relationship arising from the functions vested in it by law, a different procedure for processing Personal Data (including the collection, recording, entry, organization, structuring, storage, use, modification, restoration, transfer, rectification, blocking, destruction, or other action) is provided by law or other legal acts of the Central Bank, then the regulations established by that law or act shall apply.

### **CHAPTER 2. PRINCIPLES OF PERSONAL DATA PROCESSING**

7. The Central Bank ensures the processing of Personal Data, including the collection, recording, entry, organization, structuring, storage, use, modification, restoration, transfer, rectification, blocking, destruction, or other action related to Personal Data, exclusively in cases and by procedures directly defined by law.
8. In processing Personal Data, the Central Bank is guided by the principles of lawfulness, proportionality, reliability, and minimum engagement of the Data Subject as stipulated by the Law "On Protection of Personal Data."
9. The Central Bank collects and stores Personal Data by any method and format not prohibited by law, including paper, electronic, and digital formats.
10. Where the processing of Personal Data requires the consent of the Data Subject by law, the Central Bank ensures the presence of such consent.

11. The Data Subject holds all the rights and obligations established for the Data Subject under the Law "On Protection of Personal Data." In particular, during the process of Personal Data processing, the Central Bank abides by the following principles:
  - 1) Lawfulness**
    - a. The Central Bank follows and ensures that Personal Data are processed in compliance with the requirements of the law.
    - b. The Central Bank processes Personal Data for legitimate and specified purposes and cannot use it for other purposes without the consent of the Data Subject.
  - 2) Proportionality**
    - a. Data processing is carried out within the framework of the PDPL in accordance with the rights of Data Subjects and for strictly legitimate purposes, with the Central Bank selecting suitable, necessary, and moderate measures to achieve its objectives.
    - b. The Central Bank processes Personal Data in the minimum volume necessary to achieve the specified legitimate purposes.
    - c. The Central Bank does not process any Personal Data that is not necessary to achieve the purpose of data processing or that is incompatible with that purpose.
    - d. The processing of Personal Data is prohibited if the purpose of data processing can be achieved in a depersonalized manner.
  - 3) Minimum engagement of Data Subjects**
    - a. The Central Bank processes Personal Data based on the principle of minimum engagement of Data Subjects.
    - b. Where the law and other legal acts provide for the written consent of the Data Subject, and such consent is present, the Central Bank may obtain Personal Data from state or local self-government bodies that are necessary for the performance of specific actions by the Central Bank and are directly indicated in the written consent of the Data Subject, in accordance with Annex 2 of this Policy.
    - c. The Central Bank follows the procedures for transferring Personal Data through electronic information systems in accordance with the laws and the acts adopted by the Central Bank regarding data security (policies, regulations, guidelines).
  - 4) Limited data retention period**
    - a. The Central Bank does not retain Personal Data longer than necessary for the purpose for which the data is processed.
12. According to the PDPL, Data Subjects have the right to access their Personal Data stored by the Central Bank and, in accordance with the established procedure, request the rectification, blocking of inaccurate or incomplete data, or request the processor to destruct Personal Data.
13. The Central Bank may refuse a request for access to, rectification, blocking or destruction of Personal Data, based on contractual, legal or regulatory restrictions that the Central Bank is obliged to ensure. The Central Bank may refuse a request for access to, rectification, blocking or destruction of data if it is necessary for the implementation of its objectives and functions defined by law, or the refusal pursues the purpose of protecting the substantial public interest. The Central Bank shall provide the grounds for refusal.
14. No fee shall be charged for inquiries regarding data access as stipulated by the PDPL.

15. The Central Bank takes reasonable measures to ensure that decisions concerning Data Subjects are not made solely based on the automated processing of Personal Data without human involvement.
16. The Central Bank takes reasonable and necessary measures to ensure that its employees, during the performance of their official or work duties (including within the framework of official documentation circulation at the Central Bank), as well as after the completion of those duties, protect the Personal Data entrusted to them or documents containing Personal Data from unauthorized access, use, alteration, or disclosure, as well as from accidental loss. Employees of the Central Bank may not use the Personal Data entrusted to them for purposes unrelated to their official or work duties, including for personal purposes.
17. The Central Bank has adopted the Information Security Policy in accordance with the ISO/IEC 27001 of the International Organization for Standardization, and the Central Bank ensures the security of data in compliance with the standard mentioned in this point and other regulations adopted by the Central Bank.

### **CHAPTER 3. SHARING PERSONAL DATA WITH THIRD PARTIES**

18. Personal Data in the possession of the Central Bank are transferred to other state bodies only in cases directly provided by law.
19. Personal Data in the possession of the Central Bank are transferred to foreign state and other competent authorities in accordance with ratified international agreements, as well as under the procedures established by the Law “On the Central Bank of the Republic of Armenia”, the Law “On Securities Market”, and the Law “On Combating Money Laundering and Terrorism Financing”, within the framework of the Central Bank's international cooperation with international financial organizations, central banks of other countries, financial supervisory authorities, and other competent bodies.
20. When transferring Personal Data to state bodies of the Republic of Armenia, foreign state bodies, and other competent authorities, the Central Bank takes necessary measures to ascertain the existence of legislative and practical mechanisms for adequate protection of Personal Data at the receiving body. The Central Bank transfers Personal Data only after receiving assurance from state bodies of the Republic of Armenia and foreign state bodies as specified in this point.

### **CHAPTER 4. CONTACT INFORMATION**

21. The Compliance Service of the Central Bank monitors the implementation of the requirements of this Policy by the Central Bank. Inquiries, clarifications, or applications regarding the processing and use of Personal Data at the Central Bank can be submitted to the Compliance Service by completing the form established in Annex 1 of this Policy.

**Email:** [compliance@cba.am](mailto:compliance@cba.am)

**Phone number:** (374-10) 592 592

**Address:** Central Bank of Armenia,  
6 Vazgen Sargsyan,  
Yerevan, 0010,  
Republic of Armenia

## PERSONAL DATA ACCESS REQUEST FORM

### **Important Notice to Requestor**

1. Please read this Form and the footnotes carefully before completing this Form.
2. Please complete this Form in Armenian or English. The Central Bank may refuse to comply with your request if your request is not made in either language.
3. To make a data access request, you must either be the data subject or an authorized person.
4. It is important that you specify in this Form clearly and in detail the personal data that you request. The Central Bank may refuse to comply with your request if you have not provided such information as it may reasonably require to locate the requested data.
5. The completed Form should be sent directly to [compliance@cba.am](mailto:compliance@cba.am) email address.
6. The Central Bank may require you to provide identity proof such as your ID or Passport for complying with your request.
7. The Central Bank may refuse to comply with your request in the cases established by law.

**Part I: Data Subject**

First and last name in Armenian: \_\_\_\_\_

First and last name in English: \_\_\_\_\_

Personal identifier, e.g. Armenian ID Card number / passport number or other identification document number: \_\_\_\_\_

Postal address: \_\_\_\_\_

Contact phone number: \_\_\_\_\_

Email address: \_\_\_\_\_

*[This part must be completed if this request is made by a Requestor other than the Data Subject]*

**Part II: Authorized person**

First and last name (or name) in Armenian: \_\_\_\_\_

First and last name (or name) in English: \_\_\_\_\_

Postal address: \_\_\_\_\_

Contact phone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Document confirming the authority to act as an authorized person (to be attached)

**Part III: Requested Data**

Description of the Requested Data<sup>1</sup>: \_\_\_\_\_

Date around which, or period within which the Requested Data was collected (if known):

\_\_\_\_\_

The name of the department or staff member of the Central Bank who collected the Requested Data (if known):

\_\_\_\_\_

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<sup>1</sup> Please specify clearly and in detail the personal data requested including further information, if any, such as the particular incident or transaction in association with it, the circumstances under which the personal data was collected or held, etc. to facilitate the location of the requested data. Too general descriptions of the requested data, such as “all of my personal data”, may render the request being refused by the Central Bank where the Central Bank is not supplied with such information as it may reasonably require to locate the personal data to which the request relates.

#### **Part IV: Preferred Manner of Compliance**

I would prefer that you<sup>2</sup>:

- ☐ send by email a copy of the Requested Data to me at my email address given in this Form
- ☐ supply to me a copy of the Requested Data in
  - ☐ English
  - ☐ Armenian
  - ☐ in the language in which the data is held<sup>3</sup>

supply to me a copy of the Requested Data in the form of \_\_\_\_\_

#### **Part V: Rectification, Blocking and Destruction of Personal Data**

I would prefer that you:

- ☐ Rectify my personal data
- ☐ Block my personal data
- ☐ Destruct my personal data

\_\_\_\_\_  
(Please provide details)

\_\_\_\_\_  
Date (DD, MM, YYYY)

\_\_\_\_\_  
Signature of the Requestor

<sup>2</sup> NB! compliance with the Request may not be in the preferred manner where it is not reasonably practicable to do so.

<sup>3</sup> If the language specified is not the language in which the data is held, it will be sufficient for the Central Bank to provide a true copy of the document which contains the data.

## DATA SUBJECT CONSENT FORM<sup>4</sup>

### 1. DATA SUBJECT DETAILS

|                                |  |
|--------------------------------|--|
| Identification Document number |  |
| Date of birth (DD/MM/YYYY)     |  |
| First name                     |  |
| Last name                      |  |
| Address                        |  |
| Tel.                           |  |
| Email                          |  |
| Details of personal data       |  |

### 2. DATA SUBJECT DECLARATION

I hereby grant the Central Bank of Armenia the authority to process my personal data for the purpose of

\_\_\_\_\_

(specify in explicit terms the legitimate reason for processing the personal data)

I am aware that I may request the withdrawal of my consent at any time by using Data Subject Consent Withdrawal Form.

.....  
*First name, Last name*

.....  
*DD/MM/YYYY*

Please send this Form to [compliance@cba.am](mailto:compliance@cba.am)

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<sup>4</sup> The “Data Subject Consent Form” specified in Annex 2 is applied by the Central Bank in the course of performing the functions entrusted to it by law, unless otherwise provided for a specific legal relationship by legislation or internal acts of the Central Bank.

## DATA SUBJECT CONSENT WITHDRAWAL FORM<sup>5</sup>

### 1. DATA SUBJECT DETAILS

|                                |  |
|--------------------------------|--|
| Identification Document number |  |
| Date of birth (DD/MM/YYYY)     |  |
| First name                     |  |
| Last name                      |  |
| Address                        |  |
| Tel.                           |  |
| Email                          |  |
| Details of personal data       |  |

### 2. DATA SUBJECT DECLARATION

I hereby would like to withdraw my consent to process my personal data by the Central Bank of Armenia.

Thus, the Central Bank of Armenia no longer has my consent to process my personal data for the purpose of

\_\_\_\_\_  
\_\_\_\_\_  
(specify legitimate reason of processing personal data),

which was previously granted.

The withdrawal of consent does not affect the lawfulness of the processing activities up to this point.

.....  
First name, Last name

.....  
DD/MM/YYYY

Please send this Form to [compliance@cba.am](mailto:compliance@cba.am)

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<sup>5</sup> The “Data Subject Consent Withdrawal Form” specified in Annex 2 is applied by the Central Bank in the course of performing the functions entrusted to it by law, unless otherwise provided for a specific legal relationship by legislation or internal acts of the Central Bank.

