



Privacy Policy

This privacy policy describes the policy on the collection, storage, use and disclosure of the personal information you provide while having the services and provides the privacy rights and the law that protects the data.

We use personal information to provide and improve our services. By using the services, you agree to the collection, store, use and disclosure of the information in accordance with the privacy policy. Personal information means any information that is related to you and by which you can be identified.

Statement of Policy and Practices

Shimanto Bank Limited (the "Bank") is providing you with this Statement in compliance with the Bank's Privacy Policy in order to let you know why personal data is being collected, how it will be used, and who to contact with requests for data access. In accordance with the terms of the policy, this Statement also lays out the Bank's policies and procedures for safeguarding the privacy of personal data.

Bank's Privacy Policy

To preserve the confidentiality of the information that the Bank obtained, we follow and maintain the following policy:

- The Bank only gathers personal data that is essential for or directly connected to the purpose for which it is being used, is adequate but not excessive in comparison to that purpose, and is collected for a valid reason;
- The Bank would make all reasonable efforts to maintain the accuracy of any personal data stored on our records and keep them current, taking into account the intended use of the personal data.
- The Bank may be obliged to disclose personal data to a third party (including but not limited to Governmental or judicial organizations or agencies or our regulators) from time to time, but we will only do so if we have legal authorization, relevant laws, and court orders.
- The Bank maintains strong internal control and security mechanisms to ensure the confidentiality of personal data and to prevent unauthorized access to personal information by anybody, including Bank employees.

Personal Data Stored by the Bank

There are two broad categories of personal data held by the Bank. They are personal data related to customers and employees (including potential, current and former ones) of the Bank.



Personal data held by the Bank regarding customers may include the following:

- Name and address, occupation, email address, contact details, date of birth and nationality of customers, marital status of customers and their NID card and/or passport number, and place and date of issue. Name and information of Nominee, Guardian (if applicable), Parents, Spouse etc.
- Current employer, nature of the position, and annual salary of customers.
- Information obtained by the Bank in the ordinary course of the continuation of the business relationship (for example, personal data collected when customers deposit money or generally communicate verbally or in writing with the Bank, by means of documentation or telephone recording system, as the case may be)
- Information received and collected from handling complaint cases lodged by customers

Personal data relating to the employment held by the Bank may include, but is not limited to, name, information of identification documents, address, contact information, educational background, qualifications, career history, outside employment, medical records, curriculum vitae and relevant personal data of family members of employees.

The Bank may hold other kinds of personal data which it needs in the light of experience and the specific nature of its business.

Collecting, Storing and Processing of Personal Data

The purposes for which data relating to a customer may be used are as follows:

- Processing of applications for banking and/or other financial services and facilities.
- The daily operation of the services and credit facilities provided to or secured by customer.
- Conducting credit checks at the time of application for credit and at the time of regular or special reviews which normally will take place one or more times each year.
- Conducting customer surveys and/or designing financial services or related products for customer use.
- Determining amounts owed to or by you.
- Enforcing the Bank's rights, including without limitation, collection of amounts outstanding from you and those providing security for your obligations.
- Any guidelines or guidance given or issued by any legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of financial services providers within Bangladesh existing currently and in the future,
- Updating, comparing, and/or verifying any and all of your personal information that may be held by any affiliates, group companies, agents, or service providers of the Bank; and

The purposes for which data relating to employees and potential employees may be used are as follows:

- Processing employment applications.
- Determining and reviewing salaries, bonuses and other benefits.



- Consideration for promotion, training or transfer.
- Consideration of eligibility for employee benefits and entitlements.
- Monitoring compliance with internal rules of the Bank.
- Meeting the requirements to make disclosure under the requirements of any law binding on the Bank and for the purposes of any guidelines issued by regulatory or other authorities with which the Bank is expected to comply.
- Administering any affairs or benefits relating to the retirement and insurance plan of employees and their family members.

Disclosure of Personal Data

Data held by the Bank relating to you will be kept confidential but the Bank may provide such data to the following:

- Any agent, contractor or third-party service provider who provides administrative, telecommunications, computer, payment or clearing or other services to the Bank in connection with the operation of its business, including mailing houses, telecommunication companies, call centers, data processing companies and information technology companies that the Bank engages.
- Any other person under a duty of confidentiality to the Bank including a group company of the Bank which has undertaken to keep such information confidential.
- The drawee bank providing a copy of a paid cheque (which may contain information about the payee) to the drawee.
- Any person to whom the Bank is under an obligation or otherwise required to make disclosure under the requirements of any law binding on or applying to the Bank, or any disclosure under and for the purposes of any guidelines or guidance given or issued by any legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of financial services providers with which the Bank is expected to comply, or any disclosure pursuant to any contractual or other commitment of the Bank with local legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of financial services providers, all of which may be within Bangladesh and may be existing currently and in the future.
- External service providers (including but not limited to telecommunication companies, call centers, data processing companies and information technology companies) that the Bank engages.

Retention of Personal Data

The Bank takes practicable steps to ensure that personal data will not be kept longer than necessary for the fulfillment of the purposes (including any directly related purpose) for which the data are or are to be used and the compliance of all applicable statutory and regulatory requirements and contractual obligations. Different retention periods apply to the various kinds of personal data



collected and held by the Bank in accordance with internal customer document retention and destruction policy subject to legal and regulatory requirements.

Security of Personal Data

Our policy is to make sure that sufficient and strict security controls, methods, and protocols are used to protect the privacy of your information. All of these shall continue even after the termination of any commercial agreement between you and us. While we will make every effort to keep all information private and secure, please be aware that no data transmission over the Internet and/or through other electronic means can be completely guaranteed to be secure. Hence, we will not be held accountable or liable for any harm or losses you may experience as a result of the aforementioned Information being taken, altered, duplicated, exploited, misused, or otherwise breached, whether directly or indirectly.

Access and Correction

You have the right to access and update your information. You are obliged to notify the bank for any change in your contact information e.g. contact number, present address, permanent address etc. It is the policy of the Bank to comply with and process all data access and correction requests in accordance with the provisions of the policy, and for all staff concerned to be familiar with the requirements for assisting individuals to make such requests. The Bank may charge a fee for processing your request for access. Such a fee depends on the nature and complexity of your access request.

Consent

You grant permission for the collection and use of your personal information in line with this Policy by using the website/application and/or by supplying your information. Only those with a valid NID or Smart Card from Bangladesh are allowed to use this website. It is not recommended for anyone without a current NID or Smart Card of Bangladesh to use this platform.

Changes to Privacy Policy

The policy is subject to change at any time without any prior warning. You are urged to periodically evaluate the policy. After such modifications, you are deemed to have agreed to them by continuing to use the website or service.

Contact:

Questions, comments, or requests regarding this Privacy Policy should be addressed to complaint.desk@shimantobank.com