

Bank Privacy Policy for

The Quilon Co-Operative Urban Bank Ltd



Privacy Policy

As a part of The Quilon Co-Operative Urban Bank Ltd having its Head office at YMCA Road, Chinnakkada, Kollam ongoing efforts to ensure the compliance of modern banking approach, customer trust/ satisfaction, security oriented service and banking services, bank has adopted the privacy policy aimed at protecting individual's personal information entrusted and disclosed to The Quilon Co-Operative Urban Bank Ltd. This Policy governs the way in which Bank collects, uses, discloses, stores, secures and disposes of personal information.

This policy is the property of The Quilon Co-Operative Urban Bank Ltd and cannot be conveyed in any manner or in any form outside The Quilon Co-Operative Urban Bank Ltd without prior written consent of Bank. The Bank reserves the right to modify this policy at any time. The Quilon Co-Operative Urban Bank Ltd will endeavor to post the most current version of this policy on our website.

This Policy is applicable to personal information and sensitive personal data or information collected by the Bank or its affiliates directly from the customer or through the Bank's online portals, mobile apps and electronic communications as also any information collected by the Bank's server from the customer's browser.

“Personal information” is data that can be used to identify a natural person. Some examples of personal information that we may collect are:

- Personal Information: May Include name, contract details, residential address, date of birth, identity card/passport details, and /or education details)
- Financial details: May Include income, expenses, and/or credit history)
- Employment details: May Include occupation, directorships and other positions held, employment history, salary, and/or benefits);
- Information about your risk profile, investments, investment objectives, knowledge and experience and/or business interest and assets;
- Banking information: May Include account numbers and banking transactions);
- Personal opinions made known to us: Like feedback or responses to surveys);
- Information obtained with consent from your mobile device like device location, device information (including storage, model, and mobile network) transactional and promotional SMS, communication information including contacts and call logs.
-

Bank Privacy Policy for

The Quilon Co-Operative Urban Bank Ltd

1. Commitment

a) Information collected and used by The Quilon Co-Operative Urban Bank Ltd can include information supplied by Users and also the information that is automatically collected through navigation or in any other form.

b) Our websites may contain links to other websites which are not maintained by The Quilon Co-Operative Urban Bank Ltd. This privacy policy only applies to the websites of The Quilon Co-Operative Urban Bank Ltd. When visiting these third-party websites, you should read their privacy policies which will apply to your use of the websites.

2. Security

The Quilon Co-Operative Urban Bank Ltd gives access of Users information to Authorized Employees only. Such employees are subjected to abide by the rules and regulations of The Quilon Co-Operative Urban Bank Ltd. They undertake to abide by this Privacy Policy.

3. Sms and Email Privacy

The Quilon Co-Operative Urban Bank Ltd respects the privacy of all its Users and takes every effort to protect sensitive customer information. The Quilon Co-Operative Urban Bank Ltd never seeks from its Users any confidential / sensitive information like – PINs, passwords, CVV, expiry date, issue date, etc. through any medium.

- The Quilon Co-Operative Urban Bank Ltd never sends unsolicited messages to your registered mobile number.
- The Quilon Co-Operative Urban Bank Ltd never sends unsolicited emails to your registered email id.
- If Users have not registered their mobile phone number, The Quilon Co-Operative Urban Bank Ltd will endeavor to ensure Users that they will not receive any promotional SMS from us.
- The Quilon Co-Operative Urban Bank Ltd will update / register Users mobile phone number or email id, only with their consent and/or signed application.

4. Disclosure

Users authorizes The Quilon Co-Operative Urban Bank Ltd to exchange / share / part with information of Users to its affiliates / financial institutes / banks / credit bureaus / telecommunication / agencies / electronic clearing network that may be required by law / credit reporting / customary practice / statistical analysis / credit scoring, etc. and shall not hold The Quilon Co-Operative Urban Bank Ltd liable for disclosure of such information.

5. Consent

Users consent irrevocably to The Quilon Co-Operative Urban Bank Ltd for the following disclosures to third parties without any limitation:

- For the lawful / legal requirement or compliance.
- For enforcing terms and conditions of the products or services. For protecting or defending our rights / interests / property and also for protecting or defending the rights interests / property of our affiliates / banks / financial institutes etc.
- For preventing Fraud purposes.
- Users consent to the collection and use of their information by The Quilon Co-Operative Urban Bank Ltd. Users consent to the terms of this policy.
- Users also undertakes to keep their password complex and not to disclose to anyone in any form.
- Users agree to receive communication from The Quilon Co-Operative Urban Bank Ltd.

Bank Privacy Policy for

The Quilon Co-Operative Urban Bank Ltd

6. Reasonable Security Practices and Procedures

The Quilon Co-Operative Urban Bank Ltd is strongly committed to protecting the privacy of its customers and has taken all necessary and reasonable measures to protect the confidentiality of the customer information. The security of personal information is a priority and is protected by maintaining physical, electronic, and procedural safeguards that meet applicable laws. The Bank maintains its security systems to ensure that the personal information of the customer is appropriately protected and follows the extant standard encryption norms followed for the transmission of information. The Bank ensures that its employees and affiliates respect the confidentiality of any personal information held by the Bank.

The Bank may, from time to time, change this Policy. The effective date of this Policy, as stated below, indicates the last time this Policy was revised or materially changed.

Approved by the Board of Directors on day of 17th April 2024

On behalf of Board of Directors

-sd-