

PRIVACY POLICY

CSB Bank Ltd. and its subsidiaries are committed to protecting their customer's personal information. This Privacy Policy is created to help the customer understand how the bank collects, uses and protects customer's information when they visit bank's WhatsApp services.

In addition to other clauses in the Terms and Conditions you agree and consent that we may collect, store, use and/or disclose your personal data and any communications made through WhatsApp, in accordance with applicable laws

OUR PURPOSE

This channel simply serves as supplementary medium through which we can communicate with you. You agree and consent that we may collect, store, use and/or disclose your personal data for the following purposes:

- Balance Enquiry
- Last 5 transactions
- Account Statement
- Loan and Deposit Interest Rates
- ATM Card Limits
- ATM/Branch Locator
- Card Off facility
- Mobile Banking

Please note that currently we are not allowing any banking transactions on WhatsApp, though we may do so in the future with notice to you and in accordance with applicable laws.

We would take this opportunity to strongly remind you to:

- Never share privacy-sensitive details via WhatsApp messages/ chats (as with all social media).
- Remember that we will not send messages of our own accord this way and will only respond to messages sent to us except for any important communication and awareness messages.
- Not contact us through the WhatsApp channel for complaints, grievances or similar important matters.

UNSUBSCRIBE

You may choose not to share personal data at any point of time and may unsubscribe via entering EXIT in the CSB WhatsApp Banking Chat. Once we have received the notification that you have unsubscribed, we will no longer process your information for the purpose(s) you originally agreed to.

THIRD PARTY

WhatsApp is owned by a third-party unaffiliated with CSB Bank. You shall independently be guided by their privacy policies and Bank has no control over them. CSB Bank is not responsible for the privacy or security policies at these sites or other third-party sites that may be linked to from within our social media channels. You should always review the privacy and security practices and policies of each third-party site you visit. CSB Bank does not endorse and is not responsible for any ads, content, products, advice, opinions, recommendations or other material of third-party sites that may be promoted via advertising within any social media properties.

IMPORTANT INFORMATION

We will update this notice from time to time. Any changes or updates will be made available on our website www.csb.co.in

CSB Bank Limited

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