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SECURITY FEATURES:

At CSB Bank, we strive to provide hassle-free and secured banking environment for our customers. CSB Bank also expects our customers not to share/provide their banking and other details to any one, by any means, for better security of their data and to enhance security to our Internet Banking.

CSB Bank endeavours to protect the security of the information provided by its customers and to conduct all their transactions on the internet in a safe and secure environment. CSB Bank uses 256-bit encryption standard using SSL for transmission of the information/messages over the net. The said encryption standard is the optimum level industry standard in India.

Apart from adopting the said best available technology, the Bank has initiated various other levels of security measures to restrict unauthorized access to its database. CSB Bank also urges the users not to disclose any confidential information/bank details such as account number, user id, passwords, pin, CVV etc., CSB Bank or its representatives will never ask for any bank account details and CSB advises the users not to share any of these details with anyone including bank officials over any medium.

Customers can access the information only on submission of a unique Corporate ID, user ID, and password, provided by the Bank for CorpNet usage. Apart from the regular login password, CSB Bank provides a separate transaction password & mandates use of OTP to users to perform financial transactions through CorpNet - which is an additional security feature to protect the interests of the customers.

CSB Bank has also put in place a separate mechanism to track customers logins and activities, which is useful for future requirements/investigations.

In a nutshell, CSB Bank is adopting the best practices of the industry to render faultless and secured services to its customers.

Privacy Policy

In the course of using this website or availing the products and services, CSB Bank and its affiliates may become privy to the personal information of its customers, including information that is of a confidential nature. CSB Bank is committed to protect the privacy of its customers and will take all necessary and reasonable measures/precautions to protect the confidentiality of the information and its transmission through the world wide web. It shall not be held liable for disclosure of the confidential information when such disclosure is in accordance with this Privacy Commitment or in terms of the agreements, if any, with the Customers.

CSB Bank endeavours to protect the security of the information provided by the Customer and it uses 256-bit encryption for transmission of the information. The said encryption standard is the optimum level industry standard in India.

CSB Bank solicits its customers' co-operation to ensure the security of the information and the customers are requested to choose their passwords very carefully so that no unauthorised person/third parties can have access to their banking information/details. CSB Bank also urges the users not to disclose any confidential information/bank details such as account number, user id, passwords, pin, CVV etc., CSB advises the users not to share any of these details with anyone including bank officials over any medium

To make the password complex and difficult for others to guess, the Customers should use combination of alphabets and numbers. To facilitate this, it is made mandatory in our system that the password should be a mix of alphabets and numbers. The Customers should undertake not to disclose/part with their passwords to anyone. It may be preferred not to keep any information/record about passwords, in writing. If at all so, customers are advised to take utmost precaution to guard against third party's access to it.

CSB Bank undertakes not to disclose the information provided by the Customers to any person, unless such action is necessary to:

- Conform to legal requirements or comply with legal process;
- Protect and defend CSB Bank's rights, interests or property;
- Enforce the terms and conditions of the products or services; or
- to protect the interests of CSB Bank, its affiliates/members, constituents or of other persons.

The Customers shall not disclose to any other person, in any manner whatsoever, any information relating to CSB Bank or its affiliates of a confidential nature obtained in the course of availing the services through the website. Failure to comply with this obligation shall be deemed a serious breach of the terms herein and shall entitle CSB Bank or its affiliates to terminate the services, without prejudice to any damages, to which the customer may be entitled otherwise.

CSB Bank will limit the collection and use of customer information only on a need-to-know basis to deliver better service to its customers. CSB Bank may use and/or share the information provided by the Customers with its affiliates and third parties for providing services and any service-related activities (like levying charges/fees etc) and notifying or contacting the Customers regarding any problem with, or the expiration of, such services. In this regard, it may be necessary to disclose the customer information to one or more agents of CSB Bank and their sub-agents, but such agents/sub-agents are required to agree to use the information obtained from CSB Bank only for the purposes specified.

The Customer authorises CSB Bank to exchange, share, part with all or part of the information related to the details and transaction history of the Customers to its affiliates / banks / financial institutions / credit bureaus / agencies/any telecommunication or electronic clearing network as may be required by law, customary practice, credit reporting, statistical analysis and credit scoring, verification or risk management and shall not hold CSB Bank liable for use or disclosure of this information