

Privacy Policy

At The Catholic Syrian Bank Ltd. ("Bank") we recognize the importance of personal information entrusted to us. The Bank has adopted the privacy policy aimed at protecting the personal information entrusted and disclosed by the customers. This policy governs the way in which the Bank collects, uses, discloses, stores, secures and disposes of personal information and sensitive personal data or information.

Our Promise to Customers

When you visit our site or online applications, The Catholic Syrian Bank Ltd. may collect personal information about you, either directly (where you are asked to provide the information) or indirectly.

- We will safeguard, according to strict standards of security and confidentiality, any information our customers share with us.
- We will limit the collection and use of customer information to the minimum required to deliver superior service to our customers, which includes advising our customers about our products, services and other opportunities, and to administer our business.
- We will permit only authorized employees, who are trained in the proper handling of customer information, to have access to that information. Employees who violate Bank's Privacy Promise will be subject to the Bank's normal disciplinary process.
- Whenever we hire other organizations to provide support services, we will require them to conform to our policy standards and to allow us to audit them for compliance.
- We will attempt to keep customer files complete, up to date, and accurate. We will inform customers how and where to conveniently access their account information (except when we are prohibited by law), and how to notify us about errors which we will promptly correct.
- We will continuously assess ourselves to ensure that customer privacy is respected.

Information Usage

The information you provide will be used to contact you when necessary, e.g. to notify you about functionality changes to the web site or mobile applications and to offer services that you may find helpful (provided you have not opted out to receive such services).

Other than to those individuals and entities listed below who are under a duty of confidentiality to The Catholic Syrian Bank Ltd., your details will not be revealed by The Catholic Syrian Bank Ltd. to any external body, unless The Catholic Syrian Bank Ltd. has your permission, or is under a legal obligation or to protect and defend The Catholic Syrian Bank Ltd.'s or its Affiliates/ Members/ Constituents/ Other persons rights, interests or property or to enforce the terms and conditions of the products or services or any other duty to do so. The information provided by you at this website may be disclosed by The Catholic Syrian Bank Ltd. to:

- Regulators
- Lawyers
- External Auditors
- Third Party Service Providers

The Customer authorizes The Catholic Syrian Bank Ltd. to exchange, share, part with all information related to the details and transaction history of the Customers to its financial institutions/credit bureaus/ agencies/ participation in any telecommunication or electronic clearing network/ banking, consumer finance, insurance and securities or as may be required

by law, customary practice, credit reporting, statistical analysis and credit scoring, verification or risk management. The Catholic Syrian Bank Ltd. disclaims any liability for any damage or loss suffered by the Customer as a result of sharing of information with any of the parties as mentioned above. The privacy policy does not extend to third party sites linked to our website or online portals.

Instruction to Customers

- Visit The Catholic Syrian Bank Ltd. website/online platforms through valid URLs and gateways.
- Verify the domain/application names to avoid any spoof platforms.
- Do not reveal/share your banking information or online banking credentials such as User IDs /Passwords /Login Pins /MPins to any third parties. You should therefore, **never divulge such information even if asked for.**
- Update your system /mobile with latest anti-virus /firewalls and spy ware software regularly.
- Check your account statement periodically and ensure correctness of data.
- Do report any erroneous entries to Bank immediately on observation.
- Do not click on any link which has come through e-mail from an unexpected source. It may contain malicious code or could be an attempt to 'Phish'.
- Never provide your password over the phone or in response to an unsolicited request over e-mail.

Retention of Data

Data furnished by you is retained as long as the purpose for which the data was collected continues. The data is then destroyed unless its retention is required to satisfy legal, regulatory or accounting requirements or to protect The Catholic Syrian Bank Ltd. interests.

Amendments

The Catholic Syrian Bank Ltd. reserves the right to amend sections of its prevailing Privacy Statement at any time and will place any such amendments on this website. Please check this statement from time to time for any changes.

Contact Us

If you have any questions concerning our Privacy Statement please mail us at customercare@csb.co.in