

## Privacy policy

### **About the policy and privacy**

This policy clarifies how we can collect, use, hold and release your personal information, as well as ensuring the quality, integrity and security of your personal information under applicable Laws.

Customer personal information may include as follow :

- ❖ Name;
- ❖ Father's name;
- ❖ Date of birth;
- ❖ Mailing address;
- ❖ Residence address details;
- ❖ Contact details such as mobile numbers;
- ❖ National Registration Card (NRC) Number, driving license number or Taxpayer Identification Number (TIN);
- ❖ Credit Card and Bank account information;
- ❖ Photograph; and
- ❖ Sensitive information such as information relating to your health, biometric data, criminal history, racial or ethnic origin.

### **Collecting process for your information**

We collect the personal data according to your require products or services that you apply for. If you do not allow us to collect all of the personal information we reasonably request, we may not be able to deliver those products or services to you.

Throughout the life of your product or service, we may also collect and hold your additional personal information. This could include transaction information or making a record of queries or your complaints.

Generally, we will only collect 'sensitive information' if you have a specific product or service and you expressly consent to our collection.

## **Use of Information**

We use the information discussed above in a number of ways, such as:

- applications and transactions processing;
- your identity verification;
- enhancing the security of your account;
- respond to your requirements and communicate with you;
- analysis concerning your use of our online services;
- provide you with tailored products and marketing messages;
- operating, evaluating and improving our services (including develop new products and services; performing data analysis; auditing and additional internal functions);
- for various business purposes, where permissible under applicable laws and regulations;
- complying with applicable Laws and policies;
- for any other purposes we may disclose at the time you provide, or we collect your information.

## **Protection of your personal information**

We hold about much of your information that will be stored electronically. Some of your information is stored in secure data center that we located

in Yangon, Myanmar. We also store information in data recovery centers. Some your information will be stored and hold in paper files.

We use a range of physical, electronic and other security measures to protect the security, confidentiality and integrity of the personal information hold in Myanmar. For examples:

- our information systems' access is controlled through identity and our management controls;
- employees and our contracted service providers are bound according to the requirements of internal information security and to keep information secure;
- all employees are required to complete privacy and information security training; and
- we regularly monitor and review our compliance with best practices.

Inopportunedly, no data transmission over the internet or data storage can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure for example, if you feel that the security of your any account has been compromised, please closely contact us (see Contact Us below).

Contact us

You can contact as followings:

Phone: 09 424187664, 09 693224730

Mail: [ebanking@gtbmm.com](mailto:ebanking@gtbmm.com)

In person: at any GTB branches