



THE PIONEER
URBAN CO-OP. BANK LTD., BELAGAVI.

Main Branch : Math Galli, BELAGAVI - 590 002.
☎ : 2405090 / 2405091, e-mail : headoffice@thepioneerbank.com

PNRB/HO/192/2023-24

DATE:27.10.2023



Privacy Policy

Privacy Policy

As a part of **The Pioneer Urban Co-Operative Bank Limited.**, having its Head office at 1041, Math Galli, Belagavi-590001 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 Pioneer Urban Co-Operative Bank Limited.** This Policy governs the way in which the Bank collects, uses, discloses, stores, secures, and disposes of personal information.

This policy is the property of **The Pioneer Urban Co-Operative Bank Limited.** and cannot be conveyed in any manner or in any form outside **The Pioneer Urban Co-Operative Bank Limited** without prior written consent of the Bank. The Bank reserves the right to modify this policy at any time. **The Pioneer Urban Co-Operative Bank Limited.** 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:

Bank Privacy Policy for

Bank Name: The Pioneer Urban Co-Operative Bank Limited

- 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, mobile network) transactional and promotional SMS, communication information including contacts and call logs.

1. Commitment

a) Information collected and used by **The Pioneer Urban Co-Operative Bank Limited**. 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 PRMS Bank. This privacy policy only applies to the websites of **The Pioneer Urban Coop Bank Limited**. When visiting these third-party websites, you should read their privacy policies which will apply to your use of the websites.

2. Security

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

3. Sms and Email Privacy

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

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



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4. Disclosure

Users authorizes The Pioneer Urban Co-Operative Bank Limited 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 Pioneer Urban Co-Operative Bank Limited liable for disclosure of such information.

5. Consent

Users consent irrevocably to **The Pioneer Urban Co-Operative Bank Limited.** 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 Pioneer Urban Co-Operative Bank Limited.** Users consent to the terms of this policy.
- Users also undertake to keep their password complex and not to disclose to anyone in any form.
- Users agree to receive communication from **The Pioneer Urban Co-Operative Bank Limited.**

6. Reasonable Security Practices and Procedures

The Pioneer Urban Co-Operative Bank Limited. 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 26.10 2023

For THE PIONEER URBAN
CO-OP. BANK LTD.,

C.E.O.

True Copy



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