

## DATA PRIVACY STATEMENT

The Bank of Makati (A Savings Bank), Inc. is committed to safeguard your personal information. This Privacy Statement, hereafter referred to as “Statement”, explains how we collect, protect, use and share your information when you access our websites ([www.bankofmakati.com.ph](http://www.bankofmakati.com.ph)) and/or avail of our products and services.

This Statement outlines the general practices of the Bank of Makati (A Savings Bank), Inc. (“BMI”) in relation to our processes and content which are made available through our website and social media page. This Statement also covers the privacy practices for our customers who apply and obtain products and services from us, such as, but not limited to, deposits and loans clients, employment applicants, vendors, visitors and the like.

### WHAT INFORMATION TO BE COLLECTED FROM YOU

When you apply for or avail of any Bank product or service that Bank of Makati (A Savings Bank), Inc. offers, BMI shall collect your personal information which may include, among others:

- Your name and personal particulars such as contact details, address, birth date/place, civil status, education, gender, nationality;
- Specimen signatures;
- Government ID details;
- Financial information (such as income, expenses, balances, investments, tax, insurance, financial and transaction history, income, etc);
- Employment details;
- Business interests and assets;
- Images via CCTV and other similar recording devices and processes which may be observed when visiting our offices and/or using our other facilities;
- Voice recordings of our conversations with you;
- Non-personal information - BMI may use web analytics tools, including those of third parties’ that use cookies to collect anonymous information and data gathered in connection with your activities when you visit the pages and our network of websites.

We also collect personal information relevant to the specified and declared purpose in relation to job applications, product or service proposals and transactions, entries in log books and other records, complaint and inquiry forms, and similar matters.

BMI may, as and when necessary, seek to verify or augment this information with third-party entities, including government regulators, judicial, supervisory bodies, tax authorities or courts of competent jurisdiction and, in the process, gain additional information about you.

### PURPOSES AND BASES OF DATA PROCESSING

BMI shall process Data Subject information upon obtaining your consent and when you enter into transaction with the Bank in connection with any of the following purposes:

- Open, maintain and/or terminate accounts;
- Ease of contacting/communicating with clients;
- Evaluate, approve, provide, or manage applications, financial products and services and other transactions;

- Comply with you know-your-customer information requirements;
- Conduct credit and background checks;
- Evaluate Clients eligibility for BMI's products and services and other legitimate purposes;
- Perform profile and risk analysis;
- Provide extensive and quality support to the client;
- Employment and management of legally mandated registrations and benefits
- Entering into and management of contracts with vendors, service providers and suppliers
- For internal purposes, such as administrative, operational, security, audit, credit and risk management, or;
- Comply with its reporting obligation to government authorities under applicable laws, rules and regulations, such but not limited to AML reporting, etc., including processing of returns for taxation purposes.

### **METHOD OF PROCESSING YOUR INFORMATION**

Processing refers to the collection, recording, organization, storage, updating or modification, retrieval, consultation, use, consolidating, blocking, erasure or destruction of personal information. If necessary for the efficient delivery of BMI products and services, the processing of personal information may be outsourced to third party service provider subject to compliance with this statement and the provisions of the Data Privacy and its Implementing Rules and Regulations.

BMI shall collect personal information through but not limited to, any of the following:

- Face-to-face and/or telephone conversation with BMI employees.
- Submission of accomplished and/or signing of BMI forms/documents
- Online Enrollment through electronic channel and services.

### **WHEN DO WE COLLECT YOUR PERSONAL INFORMATION**

BMI collects personal information upon Data Subject 's application for, availment of and/or usage of BMI products and services, and/or accomplishment of forms/documents for other purposes specified. This include but not limited to, account opening, employment application, loan applications and signing-in to e-banking channels, etc.

### **RECIPIENTS OF YOUR PERSONAL INFORMATION**

Personal information may be processed and shared with our subsidiaries, affiliates and third parties, under an obligation of confidentiality to the extent necessary for any purposes herein declared, to credit information bureaus, or to government authorities under applicable laws, rules and regulations.

### **RETENTION AND DISPOSAL**

Your personal information shall be placed in appropriate physical, organizational and technical control to secure its confidentiality, integrity and availability. And it will be stored in a database not more than 10 years from your last transaction with BMI or when it is required and necessary to keep for legal and regulatory or until the expiration of the retention limits set by applicable laws, whichever comes later. Thereafter, physical and digital files will be disposed (physical file will be shredded, burned, pulped while digital files will be permanently deleted and degaussed)

## HOW WE SAFEGUARD YOUR PERSONAL INFORMATION

In accordance with RA 1405 (Bank Secrecy Law), RA 8791 (General Banking Law of 2000), RA 6462 (The Foreign Currency Deposit Act), BSP Circular 808 series of 2013 (Guidelines on Information Technology Risk Management of all Banks and other supervise institutions), BSP Circular 982 series of 2017 (Enhanced Guidelines on Information Security Management), Payment Card Industry Security Standard (PCI DSS), and RA 10173 (Data Privacy Act), BMI, its employees, agents and representatives, shall handle your personal information with utmost care and adhere to appropriate organizational, physical and technical measures to maintain the confidentiality, integrity and security of all personal information in its possession.

## YOUR RIGHTS AS DATA SUBJECT

As provided under the DPA, you have the following rights in connection with the processing of your personal data:

- Be informed whether your personal information shall or have been processed;
- Reasonable access to your personal information;
- Require BMI to update your personal information;
- Obtain a copy of your personal information in an electronic or structured format for your further use;
- Suspend, withdraw, or order blocking, removal and destruction of your personal information if BMI is not required to retain it by law or for legitimate business purposes and subject to the conditions for legitimate exercise of the said rights under the Data Privacy Act and Implementing Rules and Regulations (IRR).
- File a complaint with the National Privacy Commission

## CHANGES TO OUR PRIVACY STATEMENT

We may modify or amend this or amend this Privacy Statement from time to time to keep up with any changes in relevant laws and regulations applicable to us or how we collect, use, protect, store, share or dispose of your personal information. Any relevant updates will be posted on the Bank of Makati (A Savings Bank), Inc. website.

## USE SECURE MEANS TO CONTACT US.

For any queries, clarifications or requests on any aspect of this Statement, the exercise of your rights pertaining to your personal information, or to provide any feedback that you may have about our processing of personal information, please visit any of our branches or send us an email at [privacyconcern@bankofmakati.com.ph](mailto:privacyconcern@bankofmakati.com.ph).

You may also write our Data Protection Officer at:

Data Protection Officer  
Bank of Makati (A Savings Bank), Inc.  
44 Sen. Gil Puyat Ave, Makati City  
8890000 loc. 134

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*Bank of Makati (A Savings Bank), Inc. is bound by, and shall comply with, the Data Privacy Act of 2012 ("Republic Act 10173"), other applicable Philippines laws on data privacy, as well rules and regulations issued by Bangko Sentral ng Pilipinas, National Privacy Commission and other regulatory bodies, that uphold data privacy.*

*This Data Privacy Statement has been updated as of December 7, 2022*

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