



## Customer Privacy Notice

### **Details on how we collect your personal data**

SBI WBB obtains your personal data directly from you via different communication means such as emails, phone calls or face-to-face meetings, during the registration process, during payment process which may include payment history, and during your engagement with SBI WBB to provide you with services.

SBI WBB also obtains your personal data from the referrals from existing customer, event organizers and other sources. For more details on how SBI WBB collects your data please contact our Data Protection Supervisor.

### **The lawful basis for processing your personal data**

SBI WBB only processes your personal data based on at least one of the following lawfulness basis as per the law:

| Purpose   | Lawfulness basis     |
|---|----------------------|
| Process payment transactions  | Legal obligations    |
| Provide you with details and notifications about our services as per your request on receiving such details | Legitimate interests |
| Obtain feedback on our services provided to you   | Legitimate interest  |
| Inform you about changes to SBI WBB’s services  | Legitimate interests |

### **Types of personal data we process**

Based on specified lawfulness reasons of processing your personal data, SBI WBB may handle and process your identity details, contact data and financial information.

### **Transfer of your personal data outside the Kingdom of Bahrain**

SBI WBB may share your personal information for the above-mentioned lawfulness basis with third parties when required by the law, where it is necessary to administer the relationship with you or where we have another legitimate interest in doing so.

### **Security of your personal data**

Your personal data will be processed in accordance with our data protection framework. SBI WBB restricts access to your personal data to only those who require access to fulfil the required duties.

### **Retention period of your personal data**

SBI WBB retains your personal data to fulfil its intended purpose, and historical archiving. We securely destroy and erase or anonymize your personal data to ensure that it cannot be restored after exceeding the specified retention period.

### **Third parties’ rights as a data subject**

You have the right to Request SBI WBB to:

- access your personal data processed by SBI WBB;
  - amend your data when it is inaccurate or incomplete;
  - remove your data when (a) the purpose of which your data has been collected is no longer valid; (b) your personal data is processed in an unlawful basis; (c) the deletion is necessary for compliance with the law; or, (d) your data is inaccurate;
  - block or restrict further processing of your personal data;
  - Submit a complaint when your personal data is being used for the purpose of direct marketing or for the purpose of making a decision which is based on automated processing including profiling where such processing may have legal ramifications or significantly affect your rights;
  - Withdraw your consent at any time to processing or transferring your personal data for specific reason.
- SBI WBB have the right to reject your request. SBI WBB will inform you within 15 days of receiving the request on the rejection and explanation of the rejection. In case your request is incomplete, SBI WBB will inform you within 10 days to complete your request. You have the right to lodge a complaint to Bahrain’s Personal Data Protection Authority.

As part of the personal data security measures, SBI WBB may request you to provide specific information in order to confirm your identity and to ensure that your personal data is not disclosed to any person who does not have the right to have it.

### **Update on Privacy Notice**

SBI WBB has the right to review and update the privacy notice. In case of any changes, you will be informed, and you will receive the new privacy notice.

### **Contact Us**

Reach out to our Data Protection Supervisor (DPS) as per contact details mentioned below for any inquiries:

DPS Name: Mr Anjani Kumar

Email Address: [dps.wbbah@statebank.com](mailto:dps.wbbah@statebank.com)

Contact Number: +973-17505161

I hereby acknowledge that I have read and fully understand the Privacy Notice and I consent to having SBI WBB processing my



mentioned personal data for the mentioned purposes.

I consent to having SBI WBB contacting me in case there is any new services that might be of interest to me.

| Customer Name | Signature | Date |
|---------------|-----------|------|
|               |           |      |