

Privacy and security statement

This Privacy Policy ("Policy") describes the type of information the Bank collects through the Eazzy 247 (the "App"), and what the Bank does with that information. This Policy applies solely to the App and does not apply to any other Bank's (or its affiliates) mobile applications, interactive features, web sites, or offline information collection, unless expressly stated at the time of collection. **Please review this full Privacy Policy before using the App.**

What we collect

When you register with us and use the App, you generally provide:

- ✓ Name, Account Number and Mobile Number
- ✓ Contact information including email address
- ✓ Demographic information such as postcode, preferences and interests
- ✓ Other information relevant to customer surveys and/or offers

What we do with the information we collect

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- ✓ Internal record keeping.
- ✓ We may use the information to link to / improve our products and services.
- ✓ We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- ✓ From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customize the website according to your interests.

Security

We are committed to ensuring that your information is secure. We take commercially reasonable security measures to help protect your information, both during transmission and once we receive it. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. However, no method of electronic transmission or method of electronic storage is 100% secure. Therefore, we cannot guarantee the security of any information you submit and you do so at your own initiative and risk.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- ✓ Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- ✓ If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at info@equitybank.co.ke.

Third parties

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. Nonetheless, we may disclose your personal information to third parties:

- ✓ Where we sell any or all of our business and/or our assets/products to a third party.
- ✓ Where we are legally required to disclose your information.
- ✓ To assist fraud protection and minimize any risk of whatsoever nature.
- ✓ With our trusted services providers who work on our behalf, do not have an independent use of the information we disclose to them, and have agreed to adhere to the rules set forth in this privacy statement;
- ✓ To advertisers and third party advertising networks and analytics companies entitled to Automatic Data Collection and Advertising.

We may, also, use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may upon payment of applicable fees, request details of personal information which we hold about you under the relevant, recognized, legitimate and applicable law. If you would like a copy of the information held on you please write to info@equitybank.co.ke.

Right to amend this Privacy Policy

We reserve the right to amend this privacy and security statement at any time. All amendments to this privacy and security statement will be posted on the website. Unless otherwise stated, the current version shall supersede and replace all previous versions of this privacy and security statement.

Contact us –If you have any questions regarding privacy while using the Application, or have questions about our practices, please contact us via email at info@equitybank.co.ke.