

Privacy Statement

Syndicate Bank was established in 1925 in Udupi, the abode of Lord Krishna in coastal Karnataka, India with a capital of Rs.8000/- by three visionaries - Sri Upendra Ananth Pai, a businessman, Sri Vaman Kudva, an engineer and Dr.T M A Pai, a physician - who shared a strong commitment to social welfare.

Now the Bank is one of the major leading Public Sector Banks in India and is in the Banking business and does functions in accordance with Banking Companies (Acquisition & transfer of undertaking) Act, 1970 and other related laws

In line with recognized International Practice and for the information of customers and others who visit the Bank's website it is necessary to post a Privacy statement. The information shared with the Bank will be treated as private.

Bank recognizes that its customers expect privacy and security for their personal and financial affairs. By choosing Syndicate Bank for various banking needs, customers have entrusted Bank to safeguard their personal financial information. Bank wants its customers and other people to be informed of its commitment to protect the privacy of their personal financial information with the following privacy principles and practices.

This Privacy statement sets out how Bank uses and protects any information.

Type of Information collection:

Personal information collected by the Bank generally comprises name, address, date of birth, gender, marital status, occupation, account details, contact details (including telephone, facsimile and e-mail), financial and other relevant information as required by the Laws in India. It also collects information regarding passport number, PAN, photographs, thumb impressions, signatures and details of nominee etc. Sometimes it may collect a few personal details unlikely to be known to other people to help it identify over the telephone or for online financial transactions.

For credit purposes Bank may collect the number and ages of dependents, the length of time at current address, employer's name and contact details, the length of employment, proof of earnings etc and other relevant information as required by the Laws in India.

Purpose of collection and usage of information:

Bank requires this information to understand financial needs of its customers and to provide them a better service and in particular for the following reasons:

- ✚ To conduct Banking operations and for internal record keeping
- ✚ To open and administer customer accounts and to protect their records and funds
- ✚ To assist in making responsible credit decisions
- ✚ To design or improve products and services for customer benefit.
- ✚ To comply with laws, guidelines and regulations, that govern the financial services in the country
- ✚ To contact its customers in relation to its Banking business

Retention of Information:

Where, the information that the Bank holds is identified as no longer needed for any purpose it ensures that it is effectively and securely destroyed, in the case of electronic records and equipment.

Personal information quality

In the interest of its customers, Bank's objective is to have accurate, current, and complete information pertaining to its customers and their accounts. Bank has strict procedures that its employees abide by to meet this objective. While some procedures are required by Central, State laws or RBI regulations, Bank has implemented additional procedures to maintain accurate, current, and complete financial information, including processes to update information and remove outdated information. If any customer believes that Bank has incorrect information about them or their accounts, please inform the home branch of the Bank where the account has been opened or through the feedback mechanism provided on the website or modify the profile information on the site as permissible. Bank takes measures to correct any erroneous information as quickly as possible.

Information Security Practices and Procedures:

Bank is committed to ensure that customer information is secure. In order to prevent unauthorised access or disclosure Bank has put in place suitable physical, electronic and managerial procedures to safeguard and secure the information it collects online.

Bank follows a wide range of practices and policies based on International Frameworks in the area of Information Security to provide a robust security environment. Bank ensures the on-going adequacy of these measures by regular reviews and subjecting them to periodic internal/ external Audits.

British Standards Institution BSI India (A subsidiary of British Standards Institution-UK) accorded ISO-27001:2005 certification to SyndicateBank Information Security Management System (SISMS) during the year 2008 for its Data Centre, DR Site and Department Of Information Technology. Surveillance Audits are being conducted by their Auditors every year to keep the certification current.

Use of cookies

A cookie is a small data file that certain Web sites write to your computer's hard drive when you visit such sites. A cookie file can contain information such as a user identification code that the site uses to track the pages you have visited and use the information commercially. We do not use cookies on our web site.

Disclosure of Information:

Bank does not release customer information except as directed by law or as per customer mandate. We do not share specific information about customer accounts or other personally identifiable data with non-affiliated third parties for their independent use unless:

- ✦ The information provided is to help complete a transaction initiated by the customer;
- ✦ Customer request or authorize it;
- ✦ The disclosure is required by/or directed by law; or
- ✦ Customer has been informed about the possibility of such disclosure for marketing or similar purposes through a prior communication and have been given the opportunity to decline

Links to other websites

Bank's website may contain links to enable customers to visit other websites of interest. However, once customer has used these links to leave Bank's site, they should note that Bank does not have any control over that other website. Therefore, Bank cannot be responsible for the protection and privacy of any information which customer provides whilst visiting such sites and such sites are not governed by this privacy statement. Customer should exercise caution and look at the privacy statement applicable to the website in question.

Changes to our privacy and information handling practices

Privacy policy is subject to change periodically. The Bank may make changes to its privacy and information handling practices from time to time for any reason. It will publish those changes on the web site and, if there are important changes or a lot of minor changes, by updating this document.

If you have any questions or concerns about this privacy statement, please send an e-mail to dit@syndicatebank.co.in or write to the Asst. General Manager, Internet Banking, Department Of Information Technology, Commercial Complex, NGV, Koramangala, Bangalore - 560047