



INDIAN OVERSEAS BANK, SINGAPORE BRANCH

PERSONAL DATA PROTECTION POLICY

1. INTRODUCTION

With effect from 1 July 2014, this Privacy Notice ("Notice") forms a part of the terms and conditions governing your relationship with Indian Overseas Bank Singapore ("IOBS", "we", "us"). This Notice will assist you in understanding how we collect, use, disclose and/or process the personal data you have provided to us, as well as to assist you in making an informed decision before providing us with any of your personal data.

Personal Data in this Notice includes any data about an individual who can be identified from that data such as your name, NRIC, passport or other identification number, telephone numbers, address, email address and any other information relating to individuals, which you have provided to us.

2. DATA WE MAY COLLECT FROM YOU

Your personal data may be collected, used, disclosed and/or processed for various purposes, depending on the circumstances for which we may/will need to process your personal data, including:

- a) facilitating, processing, dealing with, administering, managing and/or maintaining your relationships with the Bank;
- b) carrying out instructions or responding to any enquiry made by (or purported to be made by) by you, or on your behalf;
- c) carrying out due diligence or other screening activities (including background checks and ("know-your-customer" ("KYC") checks) in accordance with legal or regulatory obligations or the Bank's risk and compliance management procedures that may be required by law or that may have been put in place by the Bank;
- d) preventing or investigating any fraud, unlawful activity, omission or misconduct, whether relating to your relationships with the Bank or any other matter arising from your relationships with the Bank, and whether or not there is any suspicion of the aforementioned;
- e) enforcing the rights of the Bank, contractual or otherwise;
- f) processing applications for, and the daily operation of the services and/ or facilities provided to, you;
- g) conducting credit checks (including without limitation upon an application for consumer credit and upon periodic review of the credit) and data verification;
- h) for ensuring your ongoing creditworthiness;
- i) designing financial services or related products for your use;
- j) determining the amount of indebtedness owed to or by you;
- k) creating and maintaining the Bank's credit and risk related models;
- l) collecting amounts outstanding from you, and bills providing security for your obligations;

- m) enabling an actual or proposed assignee of the Bank, or participant or sub-participant of the Bank's rights in respect of you to evaluate the transaction intended to be the subject of the assignment, participation or sub-participation;
- n) complying with or as required by any applicable law, governmental or regulatory requirements of any relevant jurisdiction, including all applicable requirements under the U.S. Foreign Account Tax Compliance Act, and the requirements to make disclosure under any law binding on the Bank, its branches, and/or for the purposes of any guidelines issued by regulatory or other authorities, whether in Singapore or elsewhere, with which the Bank, Indian Overseas Bank ("IOB"), India and/ or any of its affiliates, branches or subsidiaries, agents are expected to comply;
- o) complying with or as required by any request or direction of any governmental authority; or responding to requests for information from public agencies, ministries, enforcement directorate, statutory boards or other similar authorities;
- p) conducting research, analysis and development activities (including but not limited to data analytics, surveys and/or profiling) to improve the Bank's services and/ or facilities in order to enhance your relationship with the Bank, or for your benefit;
- q) storing, hosting, backing up (whether for disaster recovery or otherwise) of your Data, whether within or outside Singapore;
- r) carrying out matching procedures whether or not for the purpose of taking adverse action against you or for maintaining a credit history (whether or not the relationship with the Bank is terminated) for the Bank's present or future reference;
- s) complying with contractual arrangements by or between financial industry self-regulatory, financial industry bodies, associations of financial services providers or other financial institutions, including assisting such institutions to conduct credit checks and collect debts, and any dispute investigations;
- t) enabling the Bank to centralise or outsource its data processing and other administrative operations to IOB, India and/ or any of its affiliates, branches or subsidiaries, agents or third parties engaged by the Bank (whether within or outside Singapore) for any such services/operations;
- u) any other purposes permitted by law; and
- v) all purposes relating to any of the above.

(collectively, the "Purposes")

As the purposes for which we may/will collect, use, disclose or process your personal data depend on the circumstances at hand, such purpose may not appear above. However, we will notify you of such other purpose at the time of obtaining your consent, unless processing of your personal data without your consent is permitted by the PDPA or by law.

By providing Personal Data relating to a third party (e.g. information of your dependent, spouse, children and/or parents) to us, you represent and warrant that the consent of that third party has been obtained for the collection, use and disclosure of the Personal Data for the purposes listed above.

3. DISCLOSURE OF PERSONAL DATA

In order to conduct our business operations more smoothly, we may also be disclosing the personal data you have provided to us to our third party service providers, agents and/or our affiliates or related corporations and/or other third parties whether situated in Singapore or outside of Singapore, for one or more of the above-stated Purposes. Such third party service providers, agents and/or affiliates or related corporations and/or other third parties would be

processing your personal data either on our behalf or otherwise, for one or more of the above-stated Purposes.

4. WITHDRAWAL OF CONSENT

You may withdraw your consent given for any or all purposes set out in this Notice in writing by using the prescribed form which is available at our branches. If you withdraw your consent to any or all purposes and depending on the nature of your request, IOBS may not be in a position to continue to provide our products or services to you. Your withdrawal may be considered a termination by you of any contractual relationship which you may have with us, and a breach of your contractual obligations or undertakings, and our legal rights and remedies in such event are expressly reserved.

Without prejudice to the foregoing, you agree and acknowledge that any withdrawal of your consents in accordance with the terms set out in this Notice will not affect any consent which you may have provided to IOBS in respect of the use of your Singapore telephone number(s) for the receiving of marketing or promotional information.

Your Personal Data is retained to the extent one or more of the purposes for which it was collected remains valid and for other legal or business purposes for which retention may be necessary.

5. ADMINISTRATION AND MANAGEMENT OF PERSONAL DATA

As IOBS relies on your Personal Data to provide products and services to you, you shall ensure that at all times the information provided by you to us is correct, accurate and complete. You shall update us in a timely manner of all changes to the information provided to us.

While your Data held by IOBS will be kept confidential, IOBS may need to disclose your Data to other third parties, whether located within or outside Singapore, for one or more of the above Purposes. You consent to the disclosure of your Data for the above Purposes.

Where we disclose your personal data to third parties with your consent, we will employ our best efforts to require such third parties to protect your personal data.

6. MAINTENANCE OF PERSONAL DATA PROTECTION POLICY

As part of our efforts to ensure that we properly manage, protect and process your personal data, policies, procedures and processes will be reviewed regularly.

We reserve the right to amend, modify, alter, supplement or vary this policy at our absolute discretion. Any amended, modified, altered, supplemented or varied policy will be posted on our website.

Any queries related to Personal Data Protection Policy of IOBS can be made to dpo@iob.com.sg