

Privacy Notice

As the personal information controller under Republic Act No. 10173, also known as the Data Privacy Act of 2012 (the “Act”), Yuanta Savings Bank Philippines, Inc. (YSBP) will give notice to inform clients of their rights and our obligations under the law.

a. Collection and Processing of Personal and Financial Information

- How do we collect personal data?

There are many ways that we get information. We might collect client’s information when they fill out a form with us, when they give us a call, use our websites or mobile applications, or drop by one of our Bank branches. We may also collect their information via the following:

- In applications, emails and letters, in customer surveys, during financial reviews and interviews.
- From data analysis (for example, the amount, frequency, location, origin, and recipient) of your payments and other transactions, and your use of our products and services.
- Information that we receive from our affiliates, and from or through other organizations (for example, card associations, credit bureaus, insurance companies, and fraud prevention agencies) whether in the course of providing products and services to the clients or otherwise.

How we collect and manage sensitive personal information?

The Data Privacy Act considers the following information as sensitive:

- Race, ethnic origin, marital status, age, color, and religious, philosophical or political affiliations;
- Health, education, genetic or sexual life of a person, proceeding for any offense committed or alleged to have been committed by such person; and
- TIN, SSS/GSIS no., health records, licenses, tax returns, etc.

Unless allowed or required by law or regulation, we will only collect sensitive information with client’s consent.

We collect the following personal and financial information from clients when they manually or electronically submit to us their application for availing our products and services. Some information is required only for availing certain type of products and services:

- What personal information do we collect?

The types of personal data that we collect depend on the product or service that clients avail or intend to avail from us, including but not limited to:

- Full name, gender, place and date of birth;
- Residential/permanent address;
- Copy of identification cards, passport, TIN, SSS/GSIS number;
- Employment or business information;

- Payment details, including credit card and banking information;
- Contact details, including telephone number and email address;
- Latest income documentation;
- Latest billing proof of address (where applicable); and
- Other information necessary to provide them with the product or service that they need.
- Basic information of immediate family members;
- Personal references;
- Credit card, loan, and bank details;
- Monthly income and expenses.

Additional personal data that we collect over the course of our relationship

Over the course of our relationship, we may collect data about them including but not limited to their transactions, account history and information, inquiries about our products and services.

Personal data that we collect as authorized or required by law

We may also collect information about them when required or authorized by law. For example, we require their personal data to verify their identity under Republic Act No. 9160 or the Anti-Money Laundering Act of 2001.

Personal data that we collect via web activities

YSBP uses "Google Analytics" to collect information about use of this site. Google Analytics collects information such as how often users visit this site, what pages they visit when they do so, and what other sites they used prior to coming to this site. We then use the information collected from Google Analytics only for purposes of improving this site. Google Analytics collects only the IP address assigned to them on the date they visit the site, rather than their name or other identifying information. YSBP does not combine information collected through the use of Google Analytics with any of your personally identifiable information.

Personal data that we collect through social media

We know that some of them like to engage with us through social media. So that we can respond to their inquiries, we may ask for their name, contact number and email address. We will only collect their information with their consent. For account and transaction inquiries, they can always contact our Customer Service.

We obtain their consent prior to the collection and processing of their personal and financial data. Also, CCTVs and other similar recording devices are being used to monitor activities within the Bank's premises, voice recordings over the phone for various banking transactions, and the conduct of background check for identity verification as part of the Bank's loan processing procedures. If they failed to notify the Bank in case of changes in their present residence / business address, the Bank may conduct skip tracing and use of public sources in order to obtain their recent address.

As a data subject, they have the right to control their personal data being processed by us based on consent that they have provided or contract that they have signed. They also have the right to object to the processing of their personal data, including the processing for direct marketing, automated processing or profiling. They shall also be notified and given an opportunity to withhold consent to the processing in case of changes or any amendment to the information supplied or declared to the data subject.

Aside from the information that they have provided, the Bank also conducts validation and checking of the information that they have provided on the following sources, in compliance with the Anti-Money Laundering Act and as part of the Bank customer due diligence and credit investigation procedures:

- List of blacklisted individuals under the Office of Foreign Assets Control (OFAC) and UN Sanction List;
- TransUnion Information Solutions, Inc. (TU);
- BAP Credit Bureau, Inc. (BAP CB);
- Credit Management Association of the Philippines (CMAP)
- Dow Jones watchlist
- BSP watchlist
- Negative news
- List of Politically Exposed Persons

b. Use of personal information

The collected personal and financial information is use for proper customer identification. We use these information as basis of our decision on whether or not YSBP will grant them the products and services that they are availing with, and as compliance with existing laws and regulations such as the Anti-Money Laundering Act, Credit Information System Act, Foreign Account Tax Compliance Act, and other applicable laws and regulations. We use, process, and analyze their personal and financial information with utmost diligence, and when it is reasonable and necessary.

We are also using personal and financial information to:

1. Manage the account and provide customer care activities;
2. Send commercial and promotional advertisements, notices, offers, surveys, and other broadcast push messages;

Subsequent processing of personal information is also made to:

1. Conduct analysis for review of its existing products and services, research, and marketing initiatives; and
2. Run credit scoring programs and initiatives.

However, they have the right to object to subsequent processing of their personal information supplied to us, provided that prior written notice has been sent to the Bank.

Why do we use personal data?

We use personal data for various reasons, mainly:

- To comply with law and regulation (for KYC or client identification);
- To carry out our obligations arising from contracts entered between clients and the Bank;
- To conduct our everyday business purposes (to process their transactions and maintain their account).

Because we offer a range of products and services, collecting personal data allows us to provide them with the products and services they requested. This means we can also use their information to:

- Consider request for products and services, including eligibility;
- Process application; and
- Conduct market research

Will we use personal data for marketing our products and services?

With their consent, we may use their personal data to let them know about products and services that we believe may be of interest to them, including products and services from our related companies and/or affiliates of the Bank. Such marketing activities may be via mail, telephone, SMS, email, or any other electronic means. We may also market our products to them through third party channels (such as social media sites), or via other companies who assist us to market our products and services.

They can let us know at any time if they no longer wish to receive direct marketing offers.

When will we notify them that we have received their information?

When we receive their personal information, we will take reasonable steps to notify them on how and why we collected their information, who we may disclose it to and how they can access it, seek correction of it or file a complaint. The notice may already be included in the form or document that they filled out and submitted to us.

When we receive their personal data from third parties, we will take reasonable steps to notify them of the circumstances of that collection upon their request.

How do we take care personal data?

We store information in paper and electronic formats. The security of personal data is important to us and we take reasonable steps to protect it from misuse, interference, loss, unauthorized access, modification, and unauthorized disclosure by establishing and enforcing:

- Confidentiality requirements and data privacy training of our employees;
- Document storage security policies;
- Security measures to control access to our systems and premises;
- Limitations on access to personal data;

- Strict selection of third party data processors and partners; and
- Electronic security systems, such as firewalls and data encryption of our websites and mobile applications.

We may store personal data physically or electronically with third party data storage providers. When we do this, we use contractual arrangements to ensure those providers take appropriate measures to protect that information and restrict the uses to which they can put that information.

What happens when we no longer need client's information?

We will only retain client's information for as long as necessary for the purpose for which they were collected or as required by law and regulation. We will destroy personal data when its retention is no longer required by purpose, law or regulation.

c. Storage, Retention and Destruction

YSBP will ensure that personal and financial data under its custody are protected against any accidental or unlawful destruction, alteration and disclosure as well as against any other unlawful processing. YSBP will implement appropriate security measures in storing the collected personal and financial information, depending on the nature of the information.

Retention of personal and financial data shall only for as long as necessary: (a) for the fulfillment of the declared, specified, and legitimate purpose, or when the processing relevant to the purpose has been terminated; (b) for the establishment, exercise or defense of legal claims; or (c) for legitimate business purposes, which must be consistent with standards followed by the applicable industry or approved by appropriate government agency.

All information gathered may be destroyed after five (5) years from the date of closure of the account, through secured means. However, if the account is under litigation, said information will be retained even beyond five (5) years retention period, and until it is confirmed that the case has been finally resolved or terminated by the court.

Personal and financial data shall be disposed or discarded in a secure manner that would prevent further processing, unauthorized access, or disclosure to any other party or the public, or prejudice your interests.

As a data subject, they have the right to suspend, withdraw or order the blocking, removal or destruction of his or her personal data from the personal information controller's filing system.

d. Access and Correction to personal information

Due to the sensitive and confidential nature of personal and financial data under the custody of YSBP, only the client and the authorized representative of YSBP shall be

allowed to access such personal and financial data, for any purpose, except for those contrary to law, public policy, public order or morals.

Clients also have the right to ask for a copy of any personal and financial information we hold about them, as well as to dispute the inaccuracy or error in personal data or to ask for it to be corrected or rectify if they think it is wrong.

- How do they access or correct their personal data?
Unless there are practical, contractual and legal reasons why we cannot process their request, clients have the right to ask for a copy of any personal information we hold about them, as well as to ask for it to be corrected if they think it is wrong. To do so, please email ysb.dpo@yuanta.com.ph.

e. Disclosure and Sharing

All employees and personnel of YSBP shall maintain the confidentiality and secrecy of all personal and financial data that come to their knowledge and possession, even after resignation, termination of contract, or other contractual relations. Personal and financial data under the custody of YSBP shall be disclosed only pursuant to a lawful purpose, and to authorized recipients of such data.

Personal and financial information will not be shared to third parties, unless clients have expressly given their consent or the sharing/submission of the personal and financial information has been required by existing laws and regulations.

With whom do we share personal data?

Sharing with the government

To comply with legal and regulatory mandates, we submit required information to government agencies, like the Bangko Sentral ng Pilipinas (BSP), Bureau of Internal Revenue (BIR), Anti-Money Laundering Council (AMLC), Philippine Deposit Insurance Corporation (PDIC), Philippine Retirement Authority (PRA) in case of PRA deposit accounts, and Securities and Exchange Commission (SEC).

Sharing with Credit Reporting Bodies

Pursuant to Republic Act No. 9510 or the Credit Information System Act, we may disclose personal and other relevant information to the Credit Information Corporation in connection with client's application for and availment of a credit facility with us. This information may include data on their creditworthiness. With client's permission, we may also share such information with other credit bureaus authorized by the Credit Information Corporation.

Sharing with third parties

Only after obtaining consent, we may also disclose information to third parties for marketing, cross-selling and other specified legitimate purposes. In instances where client's information is shared with third parties, we will ensure that we would only share

their data with entities that can demonstrate sufficient organizational, technical and physical security measures that can and will protect their personal data.

f. Use of Cookies

Please note that some information may be gathered with the use of 'cookies' in visiting YSBP website (<http://www.yuanta.com.ph/en/>) which are small pieces of information stored on the browser that may be retrieved by the site that enables the site's or service provider's systems to recognize their browser and capture and remember certain information. For instance, YSBP uses cookies to help us understand their preferences based on previous or current site activity, which enables us to provide them with improved services. YSBP also uses cookies to help it compile aggregate data about site traffic and site interaction so that YSB can offer better site experiences and tools in the future. Customer can choose to have their computer warn them each time a cookie is being sent, or they can choose to turn off all cookies. Clients can do this through their browser settings. Since browser is a little different, they can look at their browser's Help Menu to learn the correct way to modify cookies. If the client turns the cookies off, some features will be disabled. Some of the features that make their site experience more efficient and may not function properly.

g. Changes on Privacy Policy

From time to time, YSBP may change this privacy policy to comply with government and regulatory requirements; to adapt new technologies and protocols; to align with industry practices; or for other legitimate purposes. Clients will be provided with notice if these changes are material and, if we are required by law, we will also obtain their consent.

h. Know Your Data Privacy Rights

Under RA10173, people whose personal information is collected, stored, and processed are called data subjects. Organizations who deal with personal details, whereabouts, and preferences are dutybound to observe and respect data privacy rights.

If they feel that their personal and/or financial data has been misused, maliciously disclosed, or improperly disposed, or if any of the rights discussed here have been violated, please write and send complaint with our Data Protection Officer (DPO) on the contact details mentioned below. If the Bank does not act on the complaint letter within 15 days, or has failed to take appropriate action on the concern, they have the right to file a complaint with the National Privacy Commission (NPC). Please check <https://privacy.gov.ph> for details.

Tel. (632) 8845-3838

Mail: ysb.dpo@yuanta.com.ph

Chatham House Building, 116 Valero Cor. V.A. Rufino Streets
Salcedo Village, Makati City

As data subject, they also have the right to object to subsequent changes made to their personal information without their prior written consent and to suspend withdraw or order the blocking, removal or destruction of their personal data if outdated, false, unlawfully obtained, unnecessary or used for unauthorized purposes; and to obtain rectification of inaccurate data or completion of incomplete data.

They also have the right to be indemnified for any damages sustained due to such inaccurate, incomplete, outdated, false, unlawfully obtained or unauthorized use of personal data, taking into account any violation of their rights and freedoms as data subject.

To know more about their rights regarding their personal data, they may visit our website at <http://www.yuanta.com.ph/en>:

i. Contact us

If there are any questions regarding this privacy policy, please contact our Data Protection Officer (DPO) through the contact details provided below:

Tel: (632) 8845-3838

mail: ysb.dpo@yuanta.com.ph

Chatham House Building, 116 Valero Cor. V.A. Rufino Streets
Salcedo Village, Makati City

j. Updates to this Privacy Statement

The Bank reserves the right to amend this Privacy Statement at any time and will place notice of any such amendments on the Bank's website or the Bank's branches or via such other suitable methods. This Privacy Statement is not intended to, nor does it, create any contractual rights, nor does it create any contractual obligations on the Bank in respect of any other party or on behalf of any party.

k. Accuracy of Personal Data

The Bank keeps personal data as accurate, complete and up-to-date as necessary, taking into account its use and the interests of our customers. Where possible, we will validate data provided using generally accepted practices and guidelines. This includes the requests to see original documentation before we may use the personal data such as with Personal Identifiers and/or proof of address.

l. Marketing

In order to provide them with the best service and inform them about new products that the Bank deems may be suitable, the Bank would like to use their contact details (e.g. e-mail address, facsimile, telephone) to provide them with information about our products or services. If they continue to deal or transact with us, they are deemed to have consented to us using their personal data for marketing purposes.

In case they do not wish to be contacted for marketing purposes, they can inform us via written notice as stated above.