

Bankable Website Privacy Policy

This policy explains when and why we collect personal information about you, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Bankable is committed to safeguarding the privacy of your information. By “your data”, “your personal data”, and “your information” we mean any personal data about you which you or third parties provide to us.

We may change this Policy from time to time so please check this page regularly to ensure that you're happy with any changes.

Who are we?

Bankable is a FinTech company providing a light banking and payments platform for developing solutions including virtual accounts, virtual & plastic prepaid card programmes, e-wallets & current account solutions.

Topics:

- How do we collect information about you?
- What type of information is collected about you?
- How will we use the information about you?
- Who do we share your information with?
- Sending personal data overseas
- How long do we store your personal data?
- What are your rights regarding your personal data?
- How is your information protected?
- Complaints
- Other websites
- Cookies
- Changes to our privacy policy
- How to contact us

How do we collect information about you?

We obtain information about when you use our website, when you contact us about our services. We also collect information when you voluntarily complete customer surveys and provide feedback.

Website usage is collected using cookies.

What type of information is collected about you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when.

How will we use the information about you?

We collect information about you to process your contact request, and if you agree, to email you about other services we think may be of interest to you.

Who do we share your information with?

We pass your information to Bankable's employees on a need to know basis for the purposes of answering your queries.

Sending personal data overseas

To deliver services to you, it is sometimes necessary for us to share your personal information outside the European Economic Area (EEA), e.g.:

- with service providers located outside the EEA;

- if you are based outside the EEA;
- where there is an international dimension to the services we are providing to you.

These transfers are subject to special rules under European and UK data protection law.

These non-EEA countries do not have the same data protection laws as EEA. We will, however, ensure the transfer complies with data protection law and all personal information will be **secure**. We will send your data to countries where the European Commission has made an adequacy decision, meaning that it has ruled that the legislative framework in the country provides an adequate level of data protection for your personal information. You can find out more about this here.

If you would like further information, please contact our Data Protection Officer on the details below.

How long do we store your personal data?

We will store your information for a period of six years and one quarter after our business relationship ends, if one is created, in order that we can comply with our obligations under applicable legislation such as anti-money laundering and anti-fraud regulations.

If no business relationship is created upon your contact, we will store your information for a period of 3 months after the absence of business relationship has been formalised.

If any changes to applicable legislation require us to retain your data for a longer period of time, we shall retain it for that period. We will not retain your data for longer than is necessary.

What are your rights regarding your personal data?

You have certain rights regarding the personal data which we process:

- You may request a copy of some or all of it.
- You may ask us to rectify any data which we hold which you believe to be inaccurate.
- You may ask us to erase your personal data.
- You may ask us to restrict the processing of your personal data.
- You may object to the processing of your personal data.
- You may ask for the right to data portability.
- If you would like us to carry out any of the above, please email the Data Protection Officer at dpo@bnkbl.com.

How is your information protected?

We implement security policies and technical measures in order to secure your personal data and take steps to protect it from unauthorised access, use or disclosure.

While we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Complaints

We hope that our Data Protection Officer can resolve any query or concern you may raise about our use of your personal information.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred.

Other websites

Our website may contain links to other websites. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

Cookies

Cookies are text files placed in your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page.

This privacy policy was last updated on 25th May 2018.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you: by email at dpo@bnkbl.com.