

PRIVACY STATEMENT OF FINANCE TRUST BANK UGANDA

DEFINITION OF PERSONAL INFORMATION

Personal information includes any information that aids Finance Trust Bank to identify you as a unique individual. This may include information such as your name/s, date of birth, your physical address, contact details and/or passport/identity number and alike.

Personal information also refers to information that uniquely identifies a legal entity, such as the trading name of a company, company registration number and others.

COLLECTION OF PERSONAL DATA

We collect personal data directly from you. Where lawful and reasonable, we may collect personal information about you from third parties or publicly available sources, such as credit reference bureaus and government agencies for purposes summarised below:-

WE USE YOUR PERSONAL INFORMATION TO:

- Provide you with financial products and services,
- Process your financial transactions
- Personalize your experience on the Bank's platform
- Develop new services for you
- Comply with legal and regulatory requirements
- Carry out statistical and other analyses to identify potential markets and trends, evaluate and improve our business (this includes improving existing and developing new products and services);
- Inform you about services and products available within the bank
- Ensure that our business suits your needs; and
- Comply with applicable regulations.

YOUR CONSENT

We will process your personal information if you give us your consent willingly or in accordance with the law. You give your consent to us through our Personal data privacy consent agreement.



Putting Women First

Finance Trust Bank: P.O. Box 6972, Kampala. **Head Office:** Twed Plaza, Plot 22B, Lumumba Avenue, Kampala.

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Regulated by Bank of Uganda. Customer deposits are protected by the Deposit Protection Fund of Uganda up to UGX 10 million.

THIRD PARTIES

We require third-party service providers to agree to our privacy policies if they need access to any Personal Information to carry out their services

DISCLOSING PERSONAL DATA

We will only disclose your personal information if:

- You consent to disclose your Personal Data
- The law requires it;
- We have a public duty to disclose the information;
- Our or your legitimate interests require disclosure; or
- it is necessary for the conclusion or performance of our agreement with you

TRANSFER ACROSS BORDERS

At times, we shall process your personal information in other countries, either to carry out your instructions or for ordinary business purposes. We shall take time to confirm that these countries have the same level of protection as that offered by the Data protection and Privacy Act No. 9 of 2019. We will ask the party to whom we transfer your personal information to agree to our privacy principles, associated policies and practices.

STORING PERSONAL INFORMATION

We store personal information as required by law. Our security systems are designed to prevent unauthorised access to your personal information, loss, damage or unauthorised destruction.

MARKETING BY ELECTRONIC MEANS

With your consent, we may use your personal information to tell you about products, services and special offers from us that may interest you. We shall reach you through email, text message (SMS), social media platforms or notify you on your mobile applications. If you later decide that you do not want us to do this, please contact us through our customer service channels to stop this service.



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ACCESS TO YOUR PERSONAL INFORMATION

It is your right to:

- ask us to give you a description of your personal information that we hold; and
- ask us to correct or update your personal information through our customer service channels.

We may, if allowed by law, charge a fee for this.

MONITORING OF ELECTRONIC COMMUNICATIONS

We communicate with you through different methods and channels. If allowed by law, we may record and monitor electronic communications to make sure that they comply with our legal and regulatory responsibilities and internal policies.

YOUR RIGHTS

We will take note of your rights under applicable privacy and data protection laws, especially your right to object, on reasonable grounds, to certain types of processing.

You have the right to query a decision that we make about a product or service that you have applied for and that was made solely by automated means.

RIGHT TO CHANGE THIS PRIVACY STATEMENT

We may change this privacy statement to keep update with changes in the law regulations or improvements in content. All changes will be published on our website.

QUERIES AND COMPLAINTS

If you have any queries or complaints about privacy, please contact Our Customer Service through the listed contacts.



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