

Centenary Bank Privacy Statement

1. What is the purpose of this statement/notice?

Your Privacy is important to us. In this Privacy statement, we will explain how Centenary Bank collects, shares, processes and protects your personal data. We'll also tell you about your Privacy rights, how you can exercise them and how the law protects you.

2. What is personal data and what types of personal data do we collect?

Personal data is any data from which you can be identified. The personal data we may collect about you includes;

- Personal Identifiable Information (Name, Date of birth, Gender, User login credentials, Photographs, CCTV and Video recordings of you, National Identification Number, Passport number and Tax Identification Number)
- Other personal information including biometric details, race or ethnic origin, medical history and health and your personal beliefs and persuasions such as religious, philosophical, trade union membership or political beliefs.
- Usage information (Your device's IP address, browser type, browser version, time and date of your visit, time spent on those pages, unique device identifiers and other diagnostic data)

3. How do we collect your data?

You directly provide Centenary Bank with most of the data we collect. We collect data and process data when you:

- Register online for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.

4. How will we use your data?

For the purpose of establishment, continuation and management of banking relationships and in order for the Bank to fulfil the contract with a customer for a product or service requested, we need to collect and process that customer's personal data for the following purposes:

- **To provide and maintain our service**, including to monitor the usage of our service.
- **To manage your account:** The Personal data you provide can give you access to different functionalities of the services that are available to you as a registered user.
- **For the performance of a contract** for the products, items or services that you have purchased or any other contract with us through the service.
- **To contact you** by email, telephone calls, SMS, or other equivalent forms of electronic communication such as a mobile application's push notifications regarding updates or informative communications related to the functionalities.
- **To provide you** with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or inquired about unless you have opted not to receive such information.
- **To attend and manage your requests** to us.
- **For business transfers:** We may use your information to evaluate or conduct a merger, restructure, reorganize, dissolve or other sale or transfer of some or all of our assets whether as a going concern or as part of bankruptcy, liquidation or similar proceeding.
- **For other purposes** such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns, evaluating and improving our service, products, marketing and your experience.

5. Disclosure of Personal data

Centenary Bank may disclose your personal data to any of the following parties in connection with any of the purposes outlined above:

- Any court, regulatory body, law enforcement agency where required by law.
- Any director, officer or employee of the bank.
- Professional advisers such as auditors, third party service providers, agents or independent contractors providing services to support the bank's business.
- Any person to whom disclosure is permitted or required by law.
- Credit bureaus or credit reference agencies.
- Any financial institution conducting credit, fraud and anti-money laundering checks for prevention of financial crime.

6. Marketing

Centenary Bank would like to send you information about products and services of ours that we think you might like.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop the bank from contacting you for marketing purposes or giving your data to other members of the Centenary Bank.

7. Personal data outside Uganda

The bank will not process or store personal data outside Uganda without the express consent of the data subject. Where such consent is obtained, the bank shall ensure the country where the data is to be processed or stored has adequate laws in place for the protection of such data equivalent or greater than Uganda.

8. Security of Personal Data

The security of personal data is of paramount importance. The bank has put in place robust technical and administrative information security measures to safeguard your personal data. We also ensure that third party service providers adhere to security standards mandated by the bank. Regardless of where personal data is transferred, we take all steps reasonably necessary to ensure that personal data is kept securely.

9. What are your Data Protection rights?

We would like to make sure you are aware of all your data protection rights. Every data subject is entitled to the following:

The right to access personal information: You have the right to request us for copies of your personal data.

The right to rectify personal data: You have the right to request that we correct any information you believe is inaccurate. You also have the right to request us to complete information you believe is incomplete.

The right to erase personal data: You have the right to request that we erase your personal data under certain circumstances.

The right to restrict the processing of personal data: You have the right to request that we restrict the processing of your personal data under certain circumstances.

The right in relation to automated decision making : You have the right not to be subject to a decision based solely on automated means under certain circumstances.

The right to data portability: You have the right to request that the bank transfer the data that we have collected to another Organization, or directly to you, under certain circumstances.

10. What are cookies?

A cookie is a small text file that is stored on your computer or mobile device when you visit a website or application. Cookies collect standard internet log information and visitor behavior information. When you visit our websites, we shall require consent to be able to collect information from you automatically through cookies or similar technology.

11. How do we use cookies?

Centenary Bank uses cookies in a range of ways to improve your experience on our website including;

- Keeping you signed in.
- Understanding how you use our website.

12. What type of cookies do we use?

There are a number of different types of cookies, however, our website uses:

Functionality: We use these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and the location you are in.

Necessary: We use these cookies to authenticate you and prevent fraudulent use of user accounts. Without these cookies, the services you have asked for cannot be provided.

Notice: We use these cookies to identify if users have accepted the use of cookies on the website.

13. How to manage cookies?

You can set your browser not to accept cookies, and the bank's website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

14. Privacy policies for other websites

The bank's website contains links to other websites. Our Privacy statement applies only to our website, so if you click on a link to another website, you should read their Privacy Policy.

15. Changes to our Privacy Statement

Centenary Bank keeps its Privacy Statement under regular review and places any updates on this web page. This Privacy Statement was last updated on 27 June 2024.

16. How to contact us

If you have any questions about Centenary Bank's Privacy Statement, your personal data or you would like to exercise your data protection rights, please don't hesitate to contact us.

Data Protection Officer,
Centenary Bank, Mapeera House,
Plot 44/46 Kampala Road.
P.O Box 1892 Kampala
Tel: +256 (0) 417 202 132 / 317 202 132
Email us at: dataprotection@centenarybank.co.ug

17. How to contact the appropriate authority?

Should you wish to report a complaint or if you feel that Centenary Bank has not addressed your concern in a satisfactory manner, you may contact the Personal Data Protection Office at [File A Complaint - Data Protection Solution](#).