

Data Privacy Statement

CITY STATE SAVINGS BANK (CSBI) is committed to protecting your privacy as our client, and even as a visitor to this website. We will prioritize your privacy and safety. We shall comply with, the Data Privacy Act of 2012 (“Republic Act No. 10173”), rules and regulations issued by the Bangko Sentral ng Pilipinas and other regulatory bodies, and other related Privacy laws that uphold data privacy (e.g. Republic Act No. 1405 or the Law on Secrecy of Bank Deposits) (collectively, “Data Privacy Laws”).

Personal Information Collection and Use

Upon application to any of our services or products, filing of complaints, inquiries or requests, we may manually or automatically collect your personal data (which may include your personal information and sensitive personal information) such as:

- (a) Your name and other particulars such as contact details, address, birthdate, education; specimen signatures;
- (b) Government ID details (such as TIN, SSS, GSIS, Driver's license);
- (c) Financial information (such as income, expenses, deposits, investments, credit cards);
- (d) Employment details;
- (e) Images captured via CCTV and other similar recording devices which may be observed when visiting our offices, and/or using our facilities;
- (f) Voice recordings of our conversations with you;
- (g) Information about your transactions with third parties, including merchants and utility companies;
- (h) Non-personal information such as those provided by the device you are using (e.g. your phone) such as the IP address, operating system, browser type and version, and other machine-related identifiers.

We may use web analytic tools, including those of third parties, that use cookies to collect anonymous information and data generated in connection with your activities when you visit the CSBI website (e.g. perform searches, access internal links).

Your personal data may be used, stored, processed, and disclosed by CSBI to its SISCO (consisting of CSBI subsidiaries, and affiliates) as well as third parties (e.g Regulatory Government Agencies) as may be necessary and allowed by law

- (i) for legitimate purposes,
- (ii) to provide services to you or implement transactions which you request, allow, or authorize, and,
- (iii) to comply with the Citystate Savings Bank Inc., internal policies and its reporting obligations to governmental authorities under applicable laws.

These information are kept secure and only processed by concerned business units.

Protecting Identity Theft

We will not use email to get your confidential information such as account numbers, passwords, and credit card numbers. An authorized bank representative will get in touch with you should we require confidential/other information. We will never require you to confirm any such information by clicking on a link in an email. Please ignore any e-mails containing a purported link to our website, asking you to provide or confirm confidential information.

Security and Retention Period

We have put in place appropriate physical, organizational, and technical controls to maintain the confidentiality, integrity, and availability of your personal data.

Your personal data will be stored in a database for no longer than five (5) years from the conclusion of your transactions with City state Savings bank Inc., or until the expiration of the retention limits set by applicable law, whichever comes later, after which both physical records and digital files shall be disposed of.

Rights of the Data Subject

Subject to the requirements, conditions and exemptions under the Data Privacy Laws, you are entitled to the following rights:

- The right to know if your data is being processed or has been processed, what data is being processed, and for what purposes.
- The right to demand reasonable access to your data and obtain a copy of such data in an electronic or structured format.
- The right to dispute and correct inaccuracies and errors in your data.
- The right to revoke, block, remove, or destroy your data if it's proven to be incomplete, outdated, unlawfully obtained, or used for unauthorized transactions.
- The right to damages sustained from inaccurate, incomplete, outdated, false, unlawfully-obtained data as well as damages from unauthorized uses of your data.

Inquiries, clarifications, or requests in relation to this Data Privacy Statement may be addressed to CSBI's Data Protection Officer at csbi_dpo@ctitystatesavings.com or through our contact number (02)8706-5864

Changes to Our Data Privacy Statement

We may modify this Data Privacy Statement from time to time to align with changes in relevant laws and regulations as applicable. All updates will be posted in our website.