

Data Privacy and Consumer Protection

To ensure that you (customer) can make informed decisions about providing your personal data to us during the migration of your settlement destination account to Maya Bank, Inc. (Maya Bank, we, us, our), and when using our services, we provide you this privacy statement outlining our data collection practices and the choices you have concerning how the data is being collected and used. By providing your personal data to us, you agree to the processing set forth in this privacy statement.

What personal data do we collect?

We value and respect your privacy so it's only right that you know exactly what information about you is collected when you bank with us. We only collect what is necessary for us to provide our services to you. The term "Personal Data" refers to any personal data that can be used to identify you as an individual.

- Name
- Home Address
- Business Address
- Email Address
- Mobile / Telephone Number (Work)
- Date of Birth
- Nationality
- Government Issued ID's
- Mobile Number

How do we use your personal data?

We may use your personal data to provide you with our services and to ensure your optimal banking experience. We take very careful measures to maintain the confidentiality, integrity, and availability of your personal data by deploying technical and administrative security controls, when transmitting and storing it to carry out our services for you. We use your personal data for the following purposes:

- a. Process your business deposit account application.
- b. Validate your identity before providing our services, or responding to any of your queries, applications, feedback, and complaints.
- c. Manage our day-to-day business operations.
- d. Provide customer service and support
- e. Perform credit checks or due diligence checks to minimize risks or frauds.
- f. Comply with all laws and obligations from any legal authorities.
- g. Update you on changes to our products or services.

To whom do we disclose your information?

We may permit selected third parties to use your Personal Data for the purposes set out above. These parties are contractually prohibited from using Personal Data for any purpose other than for the purpose specified in their respective contracts, and will be subject to obligations to process Personal Data in compliance with the same safeguards that we deploy. We may share your personal data to:

- a. Maya Bank's affiliates and partners for them to process the Personal Data, for the same purposes as indicated above; and
- b. Maya Bank's partner companies and service providers who help us provide our products and services to you; and
- c. Maya Bank's security partners who provide us with information and services to protect you against fraud and abuse; and
- d. Third parties who provide products or services to Maya Bank or its affiliates and partners for the same purposes as described above; and
- e. Other third parties, where required or permitted by law, including regulatory authorities, government agencies, as well as parties with whom you voluntarily transact.

What do we do to keep your information secure?

Your personal data records are stored securely in our live databases and backup cloud platforms. Our retention periods are based on business needs and your Personal Data that is no longer needed is either irreversibly anonymized (and the anonymized information may be retained) or securely destroyed. We follow the requirements of RA 9160 otherwise known as the Anti-Money Laundering Act of 2001 and other applicable laws and regulations which may have their own storage and retention requirements.

You may reach out to us

Should you have any questions or concerns related to your privacy; or if you would like to exercise any of your rights as a data subject, you may contact our data protection office through:

dpo@mayabank.ph. For more information on how we process your personal information, please refer to: <http://www.mayabank.ph/privacy>