

Bank Policy: Customer Data Protection and Privacy Guidelines

Introduction:

This policy outlines Standard Trust Bank's approach to protecting the personal and financial information of its clients. All employees and contractors are required to adhere to these guidelines as part of our commitment to transparency and trust.

1. Data Collection:

Only necessary personal data shall be collected for the provision of banking services. This includes, but is not limited to: full name, identification number, address, phone number, and financial transaction history.

2. Data Storage:

All customer data must be encrypted both in transit and at rest. Access to customer data shall be restricted to authorized personnel only.

3. Data Sharing:

No customer data shall be shared with third parties without explicit customer consent, except where required by law.

4. Breach Reporting:

Any data breach must be reported within 24 hours to the Data Protection Office. An internal investigation must be initiated immediately.

5. Training and Compliance:

All bank employees must complete annual data protection training. Compliance audits shall be conducted quarterly to ensure adherence to this policy.

Effective Date: January 1, 2024

Reviewed: June 10, 2025

Department: Compliance and Risk Management