

MIZORAM RURAL BANK

Privacy Policy

Privacy Statement:

Mizoram Rural Bank established on the 27th September 1983 under the Regional Rural Bank Act 1976 is perhaps the only RRB in the country having a spread to all the district and blocks of a state. It covers 11 Districts of Mizoram and 26 Rural Development Block including 1 Urban and 11 Semi Urban Centers.

To fall in line with recognized International Practice and for the information of customers and others who visit the Mizoram Rural Bank website we believe that it is necessary to post a privacy statement basic philosophy that is, the information shared with the Bank should be treated as private. We also desire to say explicitly that adequate precautions have been taken to protect information relating to customers and their dealings with the Bank from the mischievous and the fraudsters. Customer confidentiality and privacy are of outmost concern to Mizoram Rural Bank. Our employees treat the information concerning customers' accounts in the same responsible and confidential way that we want our own financial affairs treated.

1. Recognition and expectation of privacy

We recognize that our customers expect privacy and security for their personal and financial affairs. We understand that, by selecting us for their banking needs, they have entrusted us to safeguard their personal financial information. We want the customer to be informed of our commitment to protect the privacy of their personal financial information with the following privacy principles and practices.

2. What personally identifiable information is collected from you?

We collect information from customer regarding name, addresses, email addresses, passport number, Mobile no, Income, PAN, details of nominees,etc.

We also collect information regarding Aadhaar number / Virtual ID for the purpose of authentication of Aadhaar number holder for KYC. The identity information collected and processed are only be used pursuant to applicable law and as permitted under the Aadhaar Act 2016 or its Amendment and Regulations. The identity information are not used beyond the mentioned purpose without consent from the Aadhaar number holder and even with consent use of such information for other purposes are under the permissible purposes in compliance to the Aadhaar Act 2016.

Process is implemented to ensure that Identity information is not used beyond the purposes mentioned in the notice/consent form provided to the Aadhaar number holder.

3. Cookies

A cookie is a data file that certain Web sites write to customer computer's hard drive when he/she visits such sites. A cookie file can contain information such as a user identification code that the site uses to track the pages customer has visited and use the information commercially. We do not use cookies on our web site.

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4. How we use, collect, and retain customer information

On our site we collect, retain, and use information about customer only when we reasonably believe that it will help administer our business or provide products, services, and other opportunities to them. We collect and retain information about them only for specific business purposes.

5. We use information to

- i. Open and administer customer accounts and to protect his/her records and funds.
- ii. Comply with all applicable laws and regulations.
- iii. Help us design or improve our products and services for customer benefit.
- iv. Understand customer financial needs so that we can provide his/her with quality products and superior services.
- v. To comply with laws, guidelines and regulations that governs the financial services in the country.
- vi. To quote examples we need to obtain Passport number for NRI account & PAN for deposit accounts in respect of resident customers.

6. How we keep customer information accurate

It is in customer interest, and it is our objective, for us to have accurate, current, and complete information concerning them and their accounts. We have strict procedures that our employees abide by to meet this objective. While some procedures are required by Central, State laws or RBI regulations, we have implemented additional procedures to maintain accurate, current, and complete financial information, including processes to update information and remove outdated information. If customer believes that we have incorrect information about them or their accounts, they can email us through the feedback mechanism provided on the website or modify the profile information on the site as permissible. We will correct any erroneous information as quickly as possible.

7. How we limit access to customer information by our employees

We have procedures that limit access to personally identifiable information to those employees with a business reason for knowing such information about you. We educate our employees on their responsibility to protect the confidentiality of customer information, and hold them accountable if they violate this privacy policy.

8. Our security procedures to protect customer information

We follow best security practices to help prevent unauthorized access to confidential information about you.

9. How we restrict the disclosure of customer information

Mizoram Rural Bank does not release customer information except as directed by law or as per Customer's mandate. We do not share specific information about customer accounts or other personally identifiable data with non-affiliated third parties for their independent use unless:

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The information is provided to help complete a transaction initiated by the customer.

The disclosure is required by/or directed by law; or Customer has been informed about the possibility of such disclosure for marketing or similar purposes through a prior communication and has been given the opportunity to decline.

10. By formulating and disclosing our privacy policy to the following types of customer, we want the customer to understand our commitment to personal privacy.

- i. A potential customer who inquiries about our products and services or who would like a copy of our privacy policy.
- ii. A customer who has established a relationship with us.
- iii. A potential customer who has applied for a loan.
- iv. A visitor to Mizoram Rural Bank web site.

11. If there is any questions or concerns about this privacy policy, write to us at General Manager (IT), Mizoram Rural Bank, Head office, MINECO, Khatla, Aizawl, Pin:- 796001, Mizoram, India

12. Other information about our web site

1. Children visiting Mizoram Rural Bank web site:

We are confident that parents will not judge any of the information provided by Mizoram Rural Bank as objectionable for viewing by their children. If any objectionable content is found in our website, visitors are encouraged to immediately inform the bank.

2. Customer using Mizoram Rural Bank Internet Banking Service:

Visitor information as mentioned in point no 2 is collected along with any other external information that the customer voluntarily provided as a user while using our Mizoram Rural Bank Internet Banking site.

3. Links to or from Mizoram Rural Bank:

Mizoram Rural Bank is not responsible for information practices employed by external web sites linked to or from with our web site. Generally, links to external sites are provided solely as pointers to information on topics that may be useful to users of Mizoram Rural Bank web site.

4. Encrypted information:

Information provided by the customer on Mizoram Rural Bank Internet Banking site is encrypted or scrambled in order to secure information.

13. Privacy policy is subject to change periodically.