

BML INTERNET BANKING AND MOBILE BANKING PRIVACY POLICY

PRIVACY POLICY

At Bank of Maldives, we understand that when accessing our website, product and services or interacting with us including online, the privacy and confidentiality of personal information is important to our customers. That's why we are committed to safeguarding the personal and financial details you provide us. The following explains what information we gather from you and how we use that information and how you can contact us for more information.

THE INFORMATION WE COLLECT

We collect information about you and your interactions with us, for example when you request or use our products or services, make a card purchase or transfer money, phone us or visit websites.

Each time someone visits any our applications or site, our web server collects the following types of information:

- The number of users who visit
- The date and time of visits
- The number of pages viewed
- How users navigate through the site

No attempts are made to identify anyone browsing our site. The data is captured so that we can accurately evaluate the quality of our content and make improvements for you.

The information we collect from you may include your identity and contact details, other personal details such as gender and marital status and financial information. Where applicable, we also collect health information, for example for insurance purposes.

HOW WE CAPTURE INFORMATION

We use technology called cookies when you visit our site or applications. Cookies are small pieces of information which can be stored on your hard drive (persistent cookies) or in memory (session cookies). They can record information about your visit to the site or applications, allowing it to remember you next time you visit and provide a more meaningful experience.

We use cookies to offer you increased security. Despite common myths, the cookies we send to your PC or Mobile Device cannot read your hard drive, obtain any information from your browser or command your device to perform any action. They are designed so that they cannot be sent to another site or be retrieved by any site other than Bank of Maldives.

We use two types of cookies:

Persistent cookies - identify pages accessed and provide personalised features, for example choosing which page you would like to make your start page. They are used to help us develop the design and layout of the web site, improve applications, and measure their effectiveness.

Session cookies - are used for security reasons as part of the customer identification process, for example with Mobile Banking, MobilePay, or Internet Banking. These cookies allow you to be recognized once you have signed in and provide you with your confidential account information. They also keep track of time spent on a page, so that if a session in any application or site remains inactive for a specified time or longer it will automatically be terminated for your protection. We also use these types of cookies in multi-page forms, to help the site remember what you do from one page to the next.

We may also allow third parties to collect statistical data from our site using their persistent cookies. However these cookies do not capture information that can personally identify you. They are simply used to evaluate and measure the effectiveness of our marketing (e.g. banner ads).

HOW WE USE YOUR INFORMATION

The type of information we collect from you will depend on what services you use. Details can be found in the Terms and Conditions of our products and services.

When applying for our products or services we may request personal information such as your name and address, bank account details, e-mail address and contact phone numbers.

We collect, use and exchange your information so that we can:

- establish your identity and assess applications for products and services
- price and design our products and services
- administer our products and services
- manage our relationship with you
- manage our risks and help identify and investigate illegal activity, such as fraud
- contact you, for example if we suspect fraud on your account or need to tell you something important
- conduct and improve our businesses and improve the customer experience
- comply with our legal obligations and assist government and law enforcement agencies or regulators
- identify and tell you about other products or services that we think may be of interest to you.

We may also collect, use and exchange your information in other ways where permitted by law.

Sometimes we may use third parties to run online competitions or promotions. They may require your name and e-mail address to meet regulations and make you eligible for entry. However, we retain ownership of this information and require that all records be deleted from the third party's database.

We may use your e-mail address to advise you of any upgrades or changes to these services.

We may also use your e-mail address to send regular communications about financial information which you have told us you are interested in.

SECURING YOUR INFORMATION

When we capture your personal information it is passed through our secure server using encryption technology which scrambles the information to ensure it is protected over the Internet.

Stored information about you is further protected from unauthorised access through the use of multiple firewalls, secure passwords security codes and log in processes.

CONTACT US

If you feel that we have not lived up to our online privacy commitments or you have any queries relating to our policies, please send an e-mail to customerservices@bml.com.mv. Our objective is to respond within our service standard of three working days.

As we plan to keep our statement on privacy current, this information can be subject to change. Please return periodically to review the latest on Privacy Policy.