



# CUSTOMER PRIVACY AND DATA PROTECTION NOTICE

In the course of its daily activities, UCPB Savings Bank uses Personal Data and other customer, account or transaction information or records of the CLIENT and its agents or authorized representatives/signatories (collectively known as "Customer Information"), in a manner compliant with Republic Act No. 10173, otherwise known as the "Data Privacy Act of 2012" ("DPA") and its Implementing Rules and Regulation ("IRR").

The use of Customer Information shall involve collection and receiving, processing, profiling and data sharing of Customer Information. The terms "Personal Data", "data processing" (or as used herein, "processing"), "profiling" and "data sharing", shall be construed and interpreted as such terms, and are defined under the DPA and the IRR.

In this regard, UCPB Savings Bank shall adhere to the provisions of the DPA and its IRR and other related directives.

### RIGHTS UNDER DATA PRIVACY LAW

The rights of the CLIENT as generally provided under the DPA are as follows:

- To be informed of the Customer Information that UCPB Savings gathers and how these are processed;
- To object to the processing of Customer Information and/or withdrawal of his/her consent;
- To access or demand access to view practically the means by which any Customer Information will be processed;
- To dispute and correct any inaccuracies in the Customer Information on file;
- To suspend or withdraw, order the blocking, removal or destruction of the Customer Information from UCPB Savings Bank's systems under and subject to certain conditions;
- To file a complaint and receive compensation for any damages the CLIENT may have sustained; and
- To obtain a copy of Customer Information that UCPB Savings Bank is processing.

### CUSTOMER INFORMATION

UCPB Savings may collect and receive, process, profile and share the following Customer Information:

- Biometric and other information that are unique to an individual, such as: name, age, date and place of birth, race, gender, education, specimen signature, SSS/GSIS/TIN/passport and other identification document details, photos and images; or any information unique to a juridical entity, such as: business name, nature of business, certificate of registration, by-laws, directors/trustees and officers, agents/authorized representatives/signatories;
- Contact information, such as: telephone and mobile number/s; residential, work or office/business addresses; email addresses and social media accounts;
- Financial and business information, such as: job, occupation, profession, business or trade, credit, sources of funds, real/personal assets; licenses, franchises or permits; tax filings/reports;
- Information on any case or proceeding filed before courts, government agencies or tribunals;
- All other personal information as may be required, such as: Know-Your-Customer data and documentation, other account/business on-boarding requirements; IP addresses when accessing the UCPB Savings website; and
- Updates or corrections of the above necessary and compatible with the purposes for which Customer Information was obtained or received.

### PURPOSES OF USE

UCPB Savings Bank gathers and processes Customer Information for the purposes of:

- Marketing, operation and delivery of products, services and facilities;
- Handling of bank-client relationships, transactions, queries or complaints;
- Analysis and management; monitoring and discharging of functions and implementing rights and responsibilities; business development; surveys;
- Supporting the business operations of UCPB Savings Bank and implementing and enhancing its policies, operations, controls, and internal systems or infrastructures; and

The undersigned undertakes to inform UCPB Savings of any change in its Customer Information.

- Fulfilling UCPB Savings Bank's legal and regulatory obligations and reporting requirements; compliance with government requirements, treaty, agreement or policy; as required by or for the purpose of any court, or legal process or examination, inquiry, audit or investigation of any government authority.

### UCPB Savings Bank may share Customer Information within the following "Authorized Data Recipients":

- UCPB Group of Companies composed of UCPB, UCPB Leasing and Finance Corporation (ULFC), UCPB Savings Bank, Inc. (USB) and UCPB Securities, Inc. (Cocosec), and Bancassurance partners United Coconut Planters Life Assurance Corporation (COCOLIFE) and UCPB General Insurance Co., Inc. (UCPBGEN), and their respective subsidiaries/affiliates and trust unit(s); and
- persons/entities to/with whom they relate:
  - Authorized/accredited service providers, such as UCPB Multi-Purpose Cooperative (UGMC); agents, counsels, auditors, advisers, partners and other third parties engaged or will be engaged by the UCPB Group of Companies and above partners;
  - Those involved in the product, service, facility and contemplated transaction(s), such as financial institutions, counterparties, underwriters, facility/collateral agents, custodians, accredited insurers, trustees;
  - Credit entities/bureaus (including the Credit Information Corporation or CIC), financial institutions, and banking or related associations;
  - Assignees, buyers, subrogees, or transferees or otherwise involved in the product, service, facility or transaction; and
  - Those authorized by law or regulation, such judicial, governmental, supervisory and regulatory agencies/entities, to collect/receive, process, profile and share Customer Information.

### RESPONSIBILITIES OF UCPB SAVINGS BANK

In accordance with the DPA, UCPB Savings bank shall:

- Collect Customer Information with transparency, legitimate business purpose, proportionality, and obtain the CLIENT's consent as the data subject;
- Exercise reasonable and appropriate measures to ensure the confidentiality and integrity of the Customer Information, and prevent its use for unauthorized purposes;
- Implement adequate controls in the processing and transmission of the Customer Information by duly vetted personnel or authorized service providers; and
- Store and protect Customer Information.

### CONSENT

Relative to the above purposes, the CLIENT (and its agents/authorized representatives herein) have read and fully understood the foregoing, and hereby gives its consent and confirmation of authority on data privacy and confidentiality of Customer Information as described above and as required under, but not limited to:

- Republic Act Nos. 1405 (Law on Secrecy of Deposits), 6426 (The Foreign Currency Deposit Act), 8791 (The General Banking Law of 2000) and 10173 (Data Privacy Act of 2012) and their amendatory laws); and
- The terms and conditions of UCPB Savings Bank Data Privacy Statement hereafter implemented may be amended from time to time and can be viewed at [www.ucpbsavings.com](http://www.ucpbsavings.com) or any other platform or channel utilized by the Bank.

The consent and authority hereby given for the use of the Customer Information shall subsist from the time it was collected or received, processed, profiled and shared for at least 10 years or retained for as long as necessary for the fulfillment of the specified and legitimate purpose, processing of legal claims or legitimate business purpose or as the other law or regulation obliges the use and retention of the Customer Information

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 Signature over Printed Name/ Date  
 For customer assistance, please contact our  
**UCPB Savings Data Protection Officer at [dpo@ucpbsavings.com](mailto:dpo@ucpbsavings.com)**

### FOR BANK USE ONLY

CIS No.	Processed by	Remarks
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