



NEW RURAL BANK OF SAN LEONARDO (N.E.), INC. DATA PRIVACY POLICY

Updated as of 15 September 2021

New Rural Bank of San Leonardo (Nueva Ecija), Inc. (“we”, “our”, or “us”) is committed to protecting your privacy. This Privacy Policy explains how your personal information is collected, used, stored, and disclosed by the Bank in accordance with Republic Act No. 10173 or the Data Privacy Act of 2012, its Implementing Rules and Regulations (IRR), and other relevant policies, including issuances of the National Privacy Commission (NPC).

By accessing or using our Service, you signify that you have read, understood, and agree to our collection, storage, use, and disclosure of your personal information as described in this Privacy Policy.

WHAT INFORMATION DO WE COLLECT

We collect data which include personal information or sensitive personal information¹ from you when you visit our offices, websites, and social media account to register, subscribe, respond to a survey, fill out a form, or apply.

HOW DO WE USE THE INFORMATION WE COLLECT

Any of the following we collect from you may be used in one of the following ways:

- To personalize your experience (your information helps us better respond to your individual needs)
- To improve our service (we continually strive to improve our service offerings based on the information and feedback we receive from you)
- To improve customer service (your information helps us to more effectively respond to your customer service requests and support needs)
- To process transactions for legitimate purposes²
- To implement transactions you requested, allowed, or authorized
- To offer and provide new or related products and services of the NRBSL or third parties, and
- To comply with the NRBSL’s internal policies and its reporting obligations³ to Governmental Authorities⁴ under Applicable Laws.

WHEN DO WE USE CUSTOMER INFORMATION FROM THIRD PARTIES

We receive some information from the third parties when you contact us. We also collect information that is made publicly available on social media websites.

DO WE SHARE THE INFORMATION WE COLLECT WITH THIRD PARTIES?

We, subject to consent, may disclose information (including without limitation, your credit data in connection with any credit availment with NRBSL or other institutions) to other third parties, to Governmental Authorities, to all credit information bureaus, including without limitation the Credit Information Corporation defined in R.A. No. 9510, and to any third party (local or overseas) who acquires or will acquire the rights and obligations of the NRBSL; who is in negotiations with the NRBSL in connection with the possible sale, acquisition or restructuring; who processes information, transactions, services, or accounts, on behalf of the NRBSL (including but not limited to courier agencies; telecommunication information technology companies; payment, payroll, collection, training, and storage agencies; entities providing customer support, and other similar entities); or who requires the information for market research, product and business analysis, audit and administrative purposes, offering of products and services, or for marketing or advertising activities undertaken by the NRBSL.

IS THE INFORMATION COLLECTED THROUGH OUR SERVICE SECURED?

We take precautions to protect the security of your information. We have physical, electronic, and managerial procedures to help safeguard, prevent unauthorized access, maintain data security, and correctly use your information.

CAN I UPDATE OR CORRECT MY INFORMATION?

You may update or correct your information as detailed in our internal company policies. However, to protect your privacy and security, we may take reasonable steps to verify your identity before granting you access or making corrections.

PERSONNEL

If you are one of our employees or applicants, we collect information you voluntarily provide to us. We use the information collected for Human Resources purposes in order to administer benefits to employees and screen applicants.

HOW LONG DO WE KEEP YOUR INFORMATION?

Your information may be collected, processed, stored, updated, or disclosed by NRBSL or continually be collected, stored, processed and/or shared for five (5) years from the conclusion of the your transaction with the NRBSL or until the expiration of the retention limits set by applicable law, whichever comes later.

GOVERNING LAWS

The Republic Act No. 10173 or the Data Privacy Act of 2012, its Implementing Rules and Regulations (IRR), and other relevant policies, including issuances of the National Privacy

Commission (NPC) shall govern this Agreement and your use of our service. Your use of our service may also be subject to other local, national, or international laws.

YOUR CONSENT

By submitting your information and using our service, you consent to this Privacy Policy.

CHANGES TO OUR PRIVACY POLICY

If we decide to change our privacy policy, we will post those changes on this page, and/or update the Privacy Policy modification date above.

CONTACT US

Don't hesitate to contact us if you have any questions/concerns.

- Via email: joy.pangilinan@nrbsl.com
- Via this phone number: (044) 950-0022 local 309
- Via website: www.nrbsl.com
- Via this address: NRBSL Building, Barangay Diversion, Maharlika Highway, San Leonardo, Nueva Ecija

¹Name, address, gender, age, marital status, contact details, birthday, SSS/GSIS, TIN, education, employment or financial or medical information, spouse details, preferences, behavior, and other information classified as "personal data," "personal information," or "sensitive personal information" under the DPA, and those of the applicant/borrower/client's authorized representatives, as well as accounts, transactions, and communications.

²Including but not limited to credit and risk management, know your customer checks, prevention and detection of fraud or crime, system or product development and planning, cross-selling, direct marketing, profiling, complaints management, insurance, audit and administrative purposes, and relationship management.

³Means obligations of the NRBSL to comply with (a) Applicable Law, and internal policies or procedures, or (b) any demand and/or requests from Governmental Authorities for purposes of reporting, regulatory trade reporting, disclosure or other obligations under Applicable Law.

⁴Refers to the government of the Republic of the Philippines or a foreign country, as may be applicable, or any political subdivision thereof, and any entity exercising executive, legislative, judicial, regulatory, or administrative functions of or pertaining to the government.