

PRIVACY NOTICE

Prince Bank Plc., (“the Bank” and “We”) recognizes that one of its fundamental responsibilities is to ensure that the Bank protects personal information entrusted to the Bank by its customers (“You” or “Yours”).

COLLECTION OF PERSONAL INFORMATION

The Bank may collect the following types of personal information from the customers:

- Name, identity card number or passport number, address, e-mail address, telephone number, and other information depending on the products or services you request from us; and
- Data about your transactions with the Bank, its service providers, business partners, or third parties such as account balances, payment history, and account activity.

USAGE OF YOUR PERSONAL INFORMATION

The Bank may use your personal information for the following purposes:

- Respond to your financial needs and objective;
- Improve the Bank’s products and/or services, and marketing purpose;
- Respond to your inquiries or request;
- Process the transaction you initiated;
- Assist the Bank to comply with the applicable laws and regulation as well as the instruction of the competent authorities; and
- Fulfill other necessary requirements from time to time.

DISCLOSURE OF YOUR PERSONAL INFORMATION

The Bank will not disclose your personal information without your prior consent, unless such disclosure has been agreed in a contract between the Bank and you, or where the disclosure is necessary to comply with our legal obligations. In case the Bank discloses your personal information to any third parties, the third parties shall be contractually bound to ensure that they protect your personal information in accordance with applicable laws.

PROTECTION OF YOUR PERSONAL INFORMATION

The Bank strives to protect the confidentiality of your personal information by maintaining appropriate physical, electronic, and procedural safeguards. The Bank invest in systems and infrastructure to minimize any risks of compromising data security. Each of employees of the Bank is also bound by the Code of Conduct and Ethics (Internal Rules/ Disciplines) which requires them to maintain your confidentiality.

YOUR RIGHTS

You have the rights to access or correct your personal information by contacting our Customer Service Officer at our branches, sending us an email, or calling us and we will fulfill your request as soon as possible.

AMENDMENTS TO PRIVACY POLICY/NOTICES

This Notice may be reviewed and amended from time to time. The Bank will communicate such changes along with the updated Notice on the Bank’s website at www.princebank.com.kh and/or other appropriate means of communications as may be determined by the Bank.

RESPONSE TO ENQUIRIES AND COMPLAINTS

The Bank encourages you enquiries and provide feedback which can help the Bank identify and improve the services provided to you. You can visit our branches and/or the Bank’s website at www.princebank.com.kh, send us an email to info@princebank.com.kh, or call us at 1800 20 8888 (toll free) to log any complaints.