

PRIVACY NOTICE

Introduction

Emirates Investment Bank respects your privacy, and we are committed to safeguarding your privacy. This Privacy Notice is to inform you about our privacy practices and to notify you that we are acting as a data controller with respect to the personal data we collect about you and how we use your personal information. Emirates Investment Bank shall protect your personal information in compliance with applicable law and in particular Federal Decree law No. 45 of 2021 on the Protection of Personal Data and related implementing regulations (the "Data Protection Law"). Please read this Notice carefully and contact us with any questions or concerns about our privacy practices.

What is Personal Data

The Data Protection Law defines Personal Data as any data relating to an identified natural person, or a natural person who can be identified, directly or indirectly, through the linking of data, by reference to an identifier such as his name, voice, picture, identification number, electronic, identifier, geographical location, or one or more physical, physiological, cultural, or social characteristics.

Who we are?

When we use terms such as "we", "us" and "our" in this Privacy Notice, we mean Emirates Investment Bank PJSC. For any queries regarding the Privacy Notice, please write to us on eibank.dpo@eibank.com.

What information do we collect?

We will generally collect your personal information from you directly. The personal information we may collect from our clients includes (but is not limited to) your full name, mailing address, telephone number, mobile number, e-mail address, and other information that is mandatory for Know Your Customer (KYC) and verification purposes. Your personal information will be used to open, administer, and maintain your Account with us. Some of the personal information obtained will have originated from publicly accessible sources too. In addition, we obtain your personal information from other sources such as fraud prevention agencies, credit reference agencies, your employer, landlord, other lenders, banks or financial institutions, publicly available directories, and information (e.g. telephone directory, social media, internet, news articles), debt recovery and/or tracing agents, other organisations to assist in prevention and detection of crime, police and law enforcement agencies.

What personal information do we use?

Personal information that we use in connection with our products and services include:

- Your title, full name, signature and contact details, as well as your email address, home and mobile telephone numbers and fax numbers.
- Your home address and correspondence address.
- Your date of birth, place of birth, previous and current nationality, and residency details.
- Your passport and ID documents and the data contained therein.
- Your marital status, spouse's name and names of dependents.

- Your bank account details, beneficiaries, beneficial owners, representatives, tax status, sources of income, wealth and funds, assets and liabilities, and whether you are a politically exposed person.
- Details of shareholdings, property, directorships and/or employment including for instance your occupation, salary, employer, and length of service.
- Details of your products and services including for instance application information, client number, account number, account balance and currency, account history, security or collateral held by us, your bank details, details of additional signatories, information relating to complaints and/or fraud reports, and details associated with account closure.

Why do we process/share your personal data?

Processing of personal data is necessary for:

- Administering and managing your account(s) and related services, updating your records, tracing your whereabouts to contact you about your account and for recovering debt;
- Obtaining information from payment services providers;
- Managing enquiries, applications, requests for transfers of funds or securities, and setting up/changing/removing guarantors;
- Testing the performance of our products, services, and internal processes;
- Adhering to guidance and best practice under the regimes of governmental and regulatory bodies such as the UAE Central Bank and the Securities & Commodities Authority.
- Managing and auditing our business operations;
- Carrying out searches at Credit Reference Agencies at pre-application and application stages, and periodically thereafter;
- Establishing, defending and enforcing our legal rights;
- The prevention, detection, and investigation of crime;
- Carrying out identity checks, anti-money laundering checks, and checks with Fraud Prevention Agencies at pre-application and application stages, and periodically thereafter;
- Monitoring and keeping of records (see below);
- Dealing with requests from you to exercise your legal rights;
- Processing information about a crime or offence and proceedings related thereto if we know of or suspect fraud; and
- Personalising our marketing messages and making them more relevant. This can be done in the following ways: carrying out marketing research and analysis and developing statistics; using market research organisations who help us to develop and improve our products and services; providing you with relevant marketing communications (including by email, telephone, or SMS) relating to the products and services that you have with us or that we offer; and measuring the effectiveness of our marketing communications.

Where do we store and process personal data?

Your data will be stored and processed in the UAE. Your personal information may also be transferred/processed outside the country (e.g., for trading and investment, KYC, for custody of securities, etc) and you hereby authorise us to transfer such information in accordance with the applicable federal laws of the UAE concerning the protection of personal data.

How do we secure personal data?

We have implemented suitable safeguards to adequately protect your personal data. The controls implemented for personal data security are intended to:

- protect personal data against accidental loss
- prevent unauthorised access, use, destruction, or disclosure of personal data
- ensure business continuity and disaster recovery
- restrict access to personal information
- train staff and contractors on data security
- manage third party risks, through use of contracts and security reviews

How long do we keep your personal data for?

We will hold your personal data as long as is necessary to respond to any queries from you, to improve our services, to respond to any legal claims by you, or to comply with the applicable legal and/or regulatory requirements.

Your rights in relation to personal data

You may have the following rights subject to the conditions and limitations set out in the Data Protection Law:

- the right to access (you can ask for copies of your personal data)
- the right to rectification (you can ask us to rectify inaccurate personal data and to complete incomplete personal data)
- the right to erasure (you can ask us to erase your personal data)
- the right to restrict processing (you can ask us to restrict the processing of your personal data)
- the right to object to processing (you can object to the processing of your personal data)
- the right to data portability (you can ask that we transfer your personal data to another organisation or to you)

The exercise of one or more of your above rights may impact our ability to manage your accounts(s) and provide you with certain services or products.

Use of cookies and other technologies

Emirate Investment Bank's website uses "Cookies" and other similar technologies sent through your browser to track and enhance our visitor's experience on our website. The cookies are strictly used for marketing and analysis purposes only. It allows us to collect information about your browser type, location, IP address, and more cookies enabled by enabling cookies. Although most browsers are set to accept the cookies, you can set your browser to refuse the cookies if you prefer.

How to contact us?

For any queries regarding the Privacy Notice, please write to us on eibank.dpo@eibank.com. You can also access our website to submit a complaint, send inquiries, feedback, or suggestion.