

Information privacy:

The privacy policy is meant to help you understand our policy regarding personal information you provide us upon using this application and how National Bank of Egypt (NBE) uses and protects your personal information in alignment with usual strict security and confidentiality standards pursuant to the relevant laws and legislation.

What user data do we collect (types of data)?

The information that we retain in relation to you usually comes directly from you (including without limitation information provided when you apply for a new product/service). Such information includes the following:

- Personal information (for example: name, NID, date of birth, nationality, job or other identification information);
- Contact details (for example: addresses, telephone numbers or email address);
- Transaction details (for example: payments received or made by you);
- Financial information (for example: your bank account number, credit card or loan numbers or financial history) including information provided by you concerning your accounts for the purpose of offering payment services through NBE or other service providers;
- Proof of income (for example: employer letters, payment cards or banking information) upon applying for a certain product / service;
- Other information (for example: mortgage loan applications).

However, if you fail to provide us with any mandatory personal information (which you are obligated to provide), this means we may not be able to provide you with the service you are applying for or fulfill all our obligations towards you.

Who might we share your personal information with?

We shall keep your information confidential, but we may share such information if we are required to do so according to applicable laws and legislation with:

- Third parties, such as (insurance companies, service providers, credit agencies, correspondent banks in case of money transfers, etc.); and
 - Official entities, such as (government agencies, authorities, judicial bodies, regulators, etc.)
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Retaining your personal information

We shall retain your personal information only as long as required based on business needs. We will only use such information to the extent necessary for us to be in compliance with our legal obligations, to resolve disputes and to enforce our agreements and legal policies.

Information privacy assurance and security

NBE shall maintain the security and confidentiality of your information. It shall exert its best efforts to protect your information using cutting-edge technology and software and implementing privacy policies to help protect all information collected through all NBE's service delivery channels.

It is **your responsibility**, as user of the service, to hold the secrecy of any of your credentials and your own private data and to not share it with anyone.

I agree
