



Sivagangai District Central Cooperative Bank Ltd

Privacy Policy for Sivagangai DCCB Mobile Banking Application:

Your privacy is very important to Sivagangai District Central Cooperative Bank Ltd., Hence the Bank is committed to the Privacy Promise for Customers.

Introduction

This Privacy Policy is applicable to all Users of Sivagangai DCCB Mobile Banking Service. Please read this Privacy Policy carefully. By using this service, you represent that you have read and understood the terms and conditions of usage, which includes this Privacy Policy, and You agree to be bound by all its terms.

Use and sharing of Information:

While using our Sivagangai DCCB Mobile application, user has to enter their UserID/ CIF number and MPIN/ Password for login into application. We will collect information about the device in which the App is installed on (e.g. Android versions, device model) and your account with us and associated transaction and store your personal information provided by you from time to time. We do so to ensure that you are provided a safe, efficient, smooth and seamless experience. This also allows us to understand your needs and provide for services and features that best suit them. We strive to provide for customisations on our application to ensure that your experience is always safer and easier.

We retain this information as necessary to resolve disputes in terms of transactions and otherwise, where needed, provide customer support and troubleshoot problems as permitted by law. We collect personally identifiable information (Name, phone number, account number etc.) from you when you register with us to create your unique identification in terms of a Mobile banking transactions pin and/or Application Password and /or any other unique registration identification that is/shall be made available to our customers.

By downloading this app you agree to the terms and conditions of this Privacy Policy given by the application. We will not be able to on board you in case you are not in agreement with the terms and condition. By mere use of Sivagangai DCCB Mobile app you expressly consent to our use and disclosure of your personal information in accordance with this Privacy Policy. This Privacy Policy is incorporated into and subject to the Terms of Use

Information Security

Our app has stringent security measures in place to protect the loss, misuse, and alteration of

the information under our control and follows the best practices in the industry in this regard. Whenever you change or access your account information, it is through secure channels. Once your information is in our possession we adhere to strict security guidelines, protecting it against unauthorised access.

Do's: & Don'ts

1. Download the Mobile Banking Application from Google Play store. Please don't download from any other websites.
2. Enter your user id and password at the authenticated login page only.
3. Please remember that bank would never ask your account information through an e-mail.
4. Do not reveal/share to any third party about your banking information or Online banking/payment card user-ids and passwords.
5. Check your account statement regularly to ensure its correctness.
6. Report any erroneous entries to Bank immediately on observing any discrepancy.
7. Do not click on any link which has come through e-mail from an unexpected Source. It may contain malicious code or could be an attempt to 'Phish'.
8. Never provide your password over the phone or in response to an unsolicited request over e-mail.
9. Always remember that information like password / PIN etc. are strictly confidential and are not known even to employees/service personnel of the Bank. You should therefore, never divulge such information even if asked.