

## **BANK OF CHINA (HONG KONG) LIMITED JAKARTA BRANCH CUSTOMER PERSONAL DATA SECRECY AND SECURITY**

Dear Our Valued Customer,

In compliance with the requirement of Personal Data Information, **Bank of China (Hong Kong) Limited Jakarta Branch** ("Bank") would like to inform this notification that we are highly committed to the *Circular Letter of The Financial Services Authority Number ("SEOJK") No.14/SEOJK.07/2014* dated 20 August 2014 regarding Consumer Personal Data Secrecy and Security and Law Number 27 Year 2022 regarding Personal Data Protection ("PDP Law"). Together the SEOJK and PDP Law hereinafter referred to as "the Regulation".

### **1. INTRODUCTION OF CUSTOMER PERSONAL DATA AND/OR INFORMATION**

Based on the Regulation above, "Consumer Personal Data and/or Information" means data and/or information within the following scope:

1. Name
2. Address
3. Date of birth and / or age
4. Telephone number
5. Mother's maiden name

### **2. COLLECTION OF CUSTOMER PERSONAL DATA AND/OR INFORMATION**

The personal data that we collect may include:

- a) Personal details:
  - i. Full Name, Place & Date of Birth and Gender
  - ii. Identity card number or passport number
  - iii. NPWP / Taxpayer Number
  - iv. Mother's Full Name
  - v. Marital Status
  - vi. Education
  - vii. Nationality
- b) Contact details:
  - i. Residential address
  - ii. Email
  - iii. Home Phone number and Mobile number
- c) Occupation details:
  - i. Employer's name

- ii. Employer's address and contact information
- iii. Industry Type
- iv. Job Title
- v. Monthly Income

d) Transaction Activities:

- i. Estimated Incoming Fund per Month
- ii. Average Incoming Fund per Transaction
- iii. Estimated Outgoing Fund per Month
- iv. Average Outgoing Fund per Transaction

We collect personal information when customers apply for a banking service or products by directly visiting one of our branch or sub-branches.

### **3. PURPOSES OF COLLECTION, HOLD, USE AND DISCLOSE OF CUSTOMER PERSONAL INFORMATION**

We collect, hold, and use your personal information for the following purposes:

- Establishing your identity and assessing your applications for our products and services.
- Provide you with information related to our products or services that is suitable to you.
- Enable us to inform you about benefits and changes to the features of our products and services.
- Respond to your enquiries or application or complaints.
- Use your personal data for marketing and promotional purposes.
- Detect and prevent fraud and financial loss.
- Investigating, reporting, preventing or otherwise in relation to breach of banking secrecy / confidential information, money laundering, terrorist financing and criminal activities generally.
- Conducting appropriate checks for credit-worthiness.
- Maintaining and developing our information technology systems, including the testing and upgrading of these systems.

Based on the prevailing Regulation, the Bank is prohibited from disclosing data and/or information about their Customers to third parties in any manner whatsoever. We will not use or disclose your personal information for any other purpose without your consent or unless required by laws and regulations.

If an intention to disclose personal data to another party exist, our Bank officer shall:

- i. Provide an explanation to customers about the objectives and consequences of the disclosure and/or distribution of customer personal data
- ii. Furnish a written declaration that the Bank has obtained the written consent of the customer in form of option to agree or disagree in the document for bank product and service.

#### **4. UPDATE CUSTOMER PERSONAL DATA AND / OR INFORMATION**

We are responsible to ensure that the personal information we collect, use or disclose is accurate, complete and up to date. To the extent of Customer's data accuracy we will ask you to:

- Inform us immediately if there are any errors in your personal information; and
- Always ensure you advise us of changes to your main personal information such as name, address and contact telephone numbers.

#### **5. PROTECTION OF CUSTOMER PERSONAL DATA AND/OR INFORMATION**

We respect the confidentiality of the personal data that you have provided to us. We have taken all reasonable steps to ensure that only authorized staffs have access to your information for properly designated purposes.

Your information is kept in hard-copy form; it is in secured premises with restricted access. Meanwhile, information in electronic form is stored in databases and requires logins and security passwords accessible only to designated staff. We also detect and prevent unauthorized access to buildings by installing Closed Circuit Television ("CCTV") and card reader security access.

#### **6. UPDATE ON PERSONAL DATA SECRECY & SECURITY POLICY**

We reserve the right to amend the terms of this Personal Data Secrecy and Security Policy at our absolute discretion. Any amended Data Protection Policy will be posted on our website and can be viewed at [www.bankofchina.co.id](http://www.bankofchina.co.id) or directly to you in a convenient manner.

#### **7. RIGHT TO WITHDRAW CONSENT**

You have the right to withdraw your consent to the processing of your personal data at any time as permissible by the PDP Law. If you choose to withdraw your consent, we will cease processing your personal data for the relevant purposes, unless we are required or permitted by law to continue such processing.

To withdraw your consent, kindly visit the nearest our sub-branch or please contact our Call Center.

Please note that withdrawing consent may affect the services we are able to provide to you.

## 8. COMPLAINT PROCEDURE

You may contact the Bank if you have any inquiries or complaints regarding to this notification or on how we handle your personal data, by writing a statement letter or calling:

Call Center Hotline : (62-21) 520 9988

E-mail : [callcenter@bankofchina.co.id](mailto:callcenter@bankofchina.co.id)