

Privacy Statement

SBI Shanghai is a Foreign Branch of State Bank of India. State Bank of India is a premier Banking Institution based in India. In line with recognized International Practice and Local regulations we believe it is necessary to post a privacy statement. The information shared with the Bank will be treated as private. We also desire to say explicitly that adequate precautions have been taken to protect information relating to customers and their dealings with the Bank from the mischievous elements and the fraudsters.

Customer confidentiality and privacy is of utmost concern to SBI Shanghai. Our employees treat the information we have concerning your accounts in the same responsible and confidential way that we want our own financial affairs treated.

This Privacy Notice explains how SBI Shanghai collect, use and disclose personal data online and offline in connection with the services we provide to our customers.

Recognition of your expectation of privacy

We recognize that our customers expect privacy and security of their personal and financial affairs. We understand that, by selecting us for your banking needs, you have entrusted us to safeguard your personal financial information. We want you to be informed of our commitment to protect the privacy of your personal financial information with the following privacy principles and practices.

What personally identifiable information is collected

Any personal information obtained by our bank will not be used for purposes except for the purposes for which it has been collected and necessary to provide you with the intended service or legitimate use mentioned or the purposes of use as stipulated by law. Personal information" refers to all kinds of information recorded electronically or in other ways that can identify a specific natural person alone or in combination with other information or reflect the activities of a specific natural person. Personal information includes name, date of birth, ID Type, ID number and expiry date, occupation, Gender, address, communication contact information, communication records and content, photo, marital status etc. Personal credit information, including credit card repayment, repayment of loans and other information formed during personal economic activities which can reflect on individual's credit status. Personal financial transaction information, including personal information acquired, saved or retained by us during settlement. Details of revenue, business, no of employees, legal person details etc in case of Corporate customers.

Cookies

A cookie is a data file that certain Web sites write to your computer's hard drive when you visit such sites. A cookie file can contain information such as a user identification code that the site uses to track the pages you have visited and use the information commercially. We do not use cookies on our web site.

Internet privacy on SBI Shanghai's web site For each visitor to SBI's web site (<https://cn.statebank>), <https://www.onlinesbiglobal.com/64CNweb/index.htm> we automatically recognize the following visitor information:

- A visitor's Internet Service Provider.
- Aggregate visitor information on pages which customers visit.
- Customers using SBI Shanghai's Internet Banking Service: For customers using our SBI Shanghai Internet Banking, all visitor information is collected along with any information that you volunteer as a customer while using SBI Shanghai's web site.
- Links to, or from, SBI's web site: SBI Shanghai is not responsible for information practices employed by web sites linked with our web site. Generally, links to non-SBI Shanghai web sites are provided solely as pointers to information on topics that may be useful to users of SBI Shanghai's web site.
- Encrypted information: Information provided by you on SBI Shanghai's web site is encrypted or scrambled in order to secure information.

How we use, disclose, retain personal data

We and our service providers may use Personal Data collected for our legitimate business interests and/or to meet our legal and regulatory obligations, including the following:

Open and administer your accounts and to protect your information records and Account/funds

Verification of authorized signatories at the time of agreements and transactions.

For Informing customer/their authorized person about transactions, agreements, our products, services and any other update related to business relationship.

For sharing official communications based on customer business with us through printed/electronic medium.

To verify an individual's identity and/or location (or the identity or location of our client's representative or agent) in order to allow access to client accounts, or conduct online transactions;

For response to customer's business related queries/ requests as part of the underlying services offered.

For information and relationship management purposes, and business purposes, including data analysis, audits, developing and improving products and services, identifying usage trends, and enhancing, improving or modifying our Services;

For risk management, compliance with our legal and regulatory obligations and for fraud detection, prevention and investigation, including "know your customer", anti-money laundering, conflict and other necessary onboarding and ongoing client checks, due

diligence and verification requirements, credit checks, credit risk analysis, compliance with sanctions procedures or rules, and tax reporting etc

To comply with laws and regulations (including any legal or regulatory guidance, codes or opinions), and to comply with other legal process and law enforcement requirements (including any internal policy based on or reflecting legal or regulatory guidance, codes or opinions)

To provide, and perform our obligations with respect to, the Services or otherwise in connection with fulfilling instructions

Purpose of collection/utilization

The reasons and purposes for our bank to obtain, use and disclose your and/or data subject's personal financial information may be any one or more of the following:

Evaluate the credit status of you or the data subject, and process applications for loans, financing or other banking services;

Ensure that our bank can provide and maintain the daily operation of banking services, such as information storage or other outsourcing services provided by related companies to our bank, third-party collection companies, printing contractors, etc.;

Regular credit checks and subsequent post-loan management;

Assist other institutions to conduct credit checks and collect debts;

An investigation to ensure that you and/or the data subject's credit status are in good condition;

Design financial products, financial services or related products;

Promote financial products, financial services or related products.

Determine the status of the creditor's rights and debts between you and/or the data subject and our bank;

Debt collection and recovery, including but not limited to the exercise of creditor's rights, security rights, etc.

Disclosure for the purpose of fulfilling any legal requirements that are binding on the Bank or the requirements of any regulatory authority that has jurisdiction over the Bank;

Based on the needs of bank financial management, for the combination and transfer of assets in the secondary market, to actual or potential assignees, participants or affiliated participants and their agents and consultants of our bank's rights and

obligations etc. to make disclosures to evaluate transactions related to transfers, participation, or ancillary participation;

Since the group or affiliated company of our bank is a listed company or franchised institution, it is disclosed in order to meet the requirements of integrating information and data from time to time in terms of accounting, auditing, finance, taxation and supervision in accordance with applicable regulations or exchange rules ;

As an integral part of banking services, it is disclosed to service providers that provide hub processing or outsourcing processing;

Disclosure to insurance companies, professional consultants, and audit institutions based on the needs of risk diversification and risk assessment;

Disclosure to rating agencies, insurance agencies, and credit protection agencies based on the internal design of related financial products, such as asset securitization arrangements;

Our bank transfers customer data to the head office of the group for storage and custody;

Purposes related to the above; and other disclosure purposes agreed by you and/or the data subject;

We may disclose the personal data to related third parties of the required services. Data shared will be based on the services required and subject to Data confidentiality clause.

How we keep customer information accurate

It is in your interest, and it is our objective, for us to have accurate, current, and complete information concerning you and your accounts. We have strict procedures that our employees abide by to meet this objective. We have implemented additional procedures to maintain accurate, current, and complete financial information, including processes to update information and remove outdated information.

How we limit access to customer information by our employees

We have procedures that limit access to personally identifiable information to those employees with a business reason for knowing such information about you. We also educate our employees on their responsibility to protect the confidentiality of customer information, and hold them accountable if they violate this privacy policy.

Our security procedures to protect customer information

We follow best security practices to help prevent unauthorized access to confidential information about you.

How we restrict the disclosure of customer information

SBI Shanghai does not release customer information except as directed by law or as per your mandate. We do not share specific information about customer accounts or other personally identifiable data with nonaffiliated third parties for their independent use unless:

- The information is provided to help complete a transaction initiated by you;
- You request or authorize it;
- The disclosure is required by/or directed by law; or
- You have been informed about the possibility of such disclosure for marketing or similar purposes through a prior communication and have been given the opportunity to decline.

Individuals Rights to access, change or suppress their Personal Data

As per law individuals have rights, including (but not limited to): the right to request access to your personal data or the right to object to, withdraw consent to, restrict, or request discontinuance of collection, use, disclosure, and other processing of your personal data. If you would like to request to review, correct, update, suppress, restrict or delete Personal Data that you have previously provided to us, you may contact us at info.shanghai@statebank.com or send a written communication at

SBI Shanghai, 4206, K WAH CENTRE, 1010, HUAI HAI ZHONG LU, SHANGHAI, 200031 Telephone:(0086-21) 54043331 Fax: (0086-21) 54051025/ 54041803

We will respond to your request consistent with applicable law. In your request, please make clear what Personal Data you would like to have changed, whether you would like to have the Personal Data suppressed from our database or otherwise let us know what limitations you would like to put on our use of the Personal Data. For your protection, we may only implement requests with respect to the Personal Data associated with the particular email address that you use to send us your request, and we may need to verify your identity before implementing your request. We will try to comply with your request as soon as reasonably practicable. Please note that we may need to retain certain information for recordkeeping purposes and/or to complete any transactions that you began prior to requesting a change or deletion. There may also be residual information that will remain within our databases and other records, which will not be removed.

CROSS-BORDER TRANSFER

Personal Data collected by us may be stored and processed in any country where we have facilities or in which we engage service providers, to the extent permitted by applicable laws and regulations or otherwise allowed by regulators. Before providing data to law enforcement agencies, regulatory agencies or security authorities in those other countries, we will seek necessary approvals required as per Law.

STORING COMMUNICATIONS RECORDS

Communications between Branch and customers, to the extent permitted or required by applicable law, through telephone and electronic communications, including emails, text messages and instant messages, may be recorded and/or monitored for evidentiary, compliance, quality assurance and governance purposes.

Privacy policy is subject to change periodically.