



ARAB JORDAN INVESTMENT BANK CYPRUS BRANCH – PRIVACY STATEMENT

This privacy statement is to provide an overview on how Arab Jordan Investment Bank Cyprus Branch collects and processes your personal data, and to inform you about your rights under the local data protection law and the EU General Data Protection Regulation 2016/679 (GDPR).

The Branch's relationship with you will be as a result of any of the following:

- You are a current, past or prospective customer or representative of a customer of the Branch
- You are an officer, director, signatory, registered shareholder or beneficial owner of a legal entity which is a customer of the Branch
- You are a guarantor or have provided any type of security to the Branch in relation to the obligations of a customer of the Branch.
- You are an associate of the Branch
- You have parental responsibility over a customer of the Branch who is a minor.

For the purposes of this statement, "personal data" shall mean any information relating to you which identifies or may identify you, and which includes, for example, your name, date of birth, address, identification number etc.

When we refer to "processing", we mean the handling of your personal data by us in any way, including the collection, protection and storage of your personal data.

1. Who we are

Arab Jordan Investment Bank Cyprus Branch is part of the Arab Jordan Investment Bank group, headquartered in Jordan. We are a licensed credit institution registered in Cyprus on 10/5/1989 under registration number AE556. Our Cyprus registered office is at 23 Olympion Street, Libra Tower, Limassol 3035.

We are a "data controller", meaning we are responsible for deciding how we hold and use personal information about you. We are required, under data protection legislation, to notify you of the information contained in this privacy notice.

2. Where we collect your personal data from

We collect and process personal data which we lawfully obtain not only from you, but from other sources, including third parties (such as credit reference agencies, public authorities, companies that process card payments etc.), and publicly available sources (such as the Department of Registrar of Companies and Official Receiver, the Land Registry, the Bankruptcy Archive, commercial registers and databases, the press, media and the internet), which we lawfully obtain, and are permitted to process.

3. Children's data

We may collect personal data in relation to children provided that we have first obtained their parent's or legal guardian's consent, or unless otherwise permitted under the law. For the purposes of this privacy statement, children are individuals under the age of eighteen.

We do not provide online Banking services to children.

4. What personal data we collect

The most common information we collect and hold about our customers when applying for and using our products and services are, inter alia:

Personal Descriptors	Financial Information
Full name/Signature, Father's name	Personal bank account or credit facility details
Home/Business/Correspondence address	Value and source of assets and income
Email address, Phone and facsimile number	Transactions, purchasing and spending activity
Date and country of birth, Marital status/Name of spouse, Number and ages of dependents	Credit card account, Investment account, debit and credit card numbers
Proof of identity and proof of address including passport or identity card and utility bills	PIN (Personal Identification Number)
Occupation/Nature of Business/Name and address of business or employer/Number of years employed, Education level	Revenue documents e.g. payslip, tax declaration etc.
Tax Identification Number/Details of country of tax residence, FATCA/CRS information	Account positions and history, payment instructions
Social media/information from internet reinforcing customer's business/economic profile	Purpose of account or credit facility, Origin/source of funds, expected turnover and cash turnover
Information from AML risk intelligence software (World check)	Expected origin of incoming and outgoing funds transfers (countries, counterparties & relationships)
PEP information	Details of household expenditure, financial obligations and security/collateral
CCTV images	Statement of net worth, credit records, worthiness, standing or capacity

5. Required personal data

In order that we may proceed with entering into a business relationship with you, you must provide us with the required personal data necessary for the commencement and execution of the business relationship and the performance of our contractual obligations. We are furthermore obligated to collect such personal data under the provisions of Anti-Money Laundering legislation, which requires that we verify your identity before we enter into a contract or a business relationship with you or the legal entity which you represent or of which you are a beneficial owner of. You must, therefore, provide us at least with your passport/identity card, full name, place of birth (city and country) and your residential address, in order that we may comply with our statutory obligations as mentioned above.

Kindly note that if you do not provide us with the required data, then we will not be allowed to commence or continue our business relationship either to you as an individual, or as a representative or beneficial owner of a legal entity.

6. Why we process your personal data, and on what legal basis

We are committed to protecting your privacy and handling your data in an open and transparent manner and as such, process your personal data in accordance with the GDPR and the local data protection law. We will only use, disclose, profile and process your personal data where we have your consent or where we have another lawful reason for using it, as outlined below:

1. You have provided your consent

We will obtain your consent for the collection and processing of your personal data during the account opening application process, at which time, transparent information will be provided to you about our usage of your personal data, and your rights with regard to your data explained, such as your right to withdraw your consent (see section 11 below).

If you have provided us with your specific consent for processing, then the lawfulness of the processing of your personal data is based on that consent.

2. For the performance of a contract

We process personal data in order to perform banking transactions and offer financial services based on contracts with our customers, and also to be able to complete our on-boarding procedure so as to enter into contracts with prospective customers.

3. For compliance with a legal obligation

We are subject to a number of legal obligations emanating from the laws which we are subject to as well as statutory requirements and laws and regulations of our supervisory bodies. Such obligations and requirements impose on us necessary personal data processing activities such as credit checks, identity verification, compliance with court orders, tax law and other reporting obligations and anti-money laundering controls.

4. For safeguarding legitimate interests

We process personal data so as to safeguard the legitimate interests pursued by us or by a third party. Always provided that any processing must not override your interests, rights and freedoms. Examples of such processing activities include:

- Initiating legal claims and preparing our defense in litigation procedures
- Setting up CCTV systems for the prevention of crime or fraud and for safeguarding the security of our employees and premises.
- Sharing your data within the AJIB Group for the purpose of updating/verifying your personal data in accordance with relevant anti-money laundering compliance legislation
- Enhancing the security of our network and information systems
- Consulting with external legal and tax consultants
- The transfer, assignment and/or sale to one or more persons of and/or charge and/or encumbrance over, any or all of the Branch's benefits, rights, title or interest under any agreement between the customer and the Branch.

5. Where it is in your vital interests

If your personal data is required to protect your, or another person's vital interests

6. Where it is in the public interest

If we need to perform a task that we believe to be in the public interest, or as part of an official duty

7. Who we share your personal data with

In the course of the performance of our contractual and statutory obligations, your personal data may be provided to, inter alia:

- Supervisory and other regulatory and public authorities inasmuch as a statutory obligation exists, such as the Central Bank of Cyprus, the Central Bank of Jordan, the European Central Bank, MOKAS, the Cyprus Securities Exchange Commission, the income tax authorities, and criminal prosecution authorities
- Credit and financial institutions such as correspondent banks
- Valuers and surveyors
- Non-performing loan management companies
- Debt collection agencies
- Third party guarantors
- The Cyprus Clearing House, for the exchange and clearance of cheques.
- Companies that offer technological expertise, solutions and support
- For our anti-money laundering processes such as credit reference agencies and fraud prevention agencies
- Artemis Bank Information Systems Ltd
- External legal consultants
- Financial and business advisors
- Auditors and accountants
- Companies which may help us provide debit or credit visa cards and process card payments
- File storage and records management companies

- Rating agencies
- Potential or actual purchasers and/or transferees and/or assignees and/or charges of any of the Branch's benefits, rights, title or interest under any agreement between the customer and the Branch, and their professional advisors, service providers, suppliers and financiers.

8. Transfer of your personal data to a third country outside the European Economic Area (EEA)

As a branch of a foreign Bank headquartered in Jordan, your personal data may be transferred to our head office in Jordan. Due to the absence of an adequacy decision by the European Commission for data protection in Jordan, such transfer of personal data is based on your consent and is safeguarded by agreements which have been signed between our Branch and our head office in Jordan, in order to ensure that an adequate level of protection of your rights and freedoms is applied as per GDPR requirements.

Personal data may also be transferred to companies which help us provide you with debit or credit visa cards and process card payments. If applicable to you, such transfer of your personal data will be based on your consent and will be safeguarded by agreements between our Branch and such companies, in order to ensure that an adequate level of protection of your rights and freedoms is applied as per GDPR requirements.

Your personal data may also be transferred to countries outside the EEA, for example, we may transfer your personal data to a Bank in a third country in order to execute your payment, or to an authority in a third country in order for us to comply with statutory obligations (such as FATCA/CRS reporting), or if you have given us your consent to do so. Data processors in third countries are obligated to comply with European data protection standards and to also apply appropriate safeguards in relation to the transfer of your data, in compliance with GDPR.

9. Automated decision-making and profiling

We generally do not rely on any automated decision-making when establishing, and during the course of a business relationship.

We may process some of your data automatically (profiling) to assess certain aspects in order to enter into or perform a contract with you, in the following cases:

- Data assessments can be carried out in the context of the prevention of money laundering and fraud, for example, on payment transactions. An account may be detected as being used in a way that is unusual for you. Such measures could also serve to protect you.
- Credit scoring is used as part of the assessment of your creditworthiness. This calculates whether you can meet your payment obligations under a contract, and also helps us make responsible lending decisions that are fair and informed.

10. How long we keep your personal information for

We may keep your personal data for over 10 years, if we are unable to delete it for legal, regulatory or technical reasons.

Notwithstanding the generality of the above, we will keep your personal data for as long as we have a business relationship with you as an individual or in respect of our dealings with a legal entity you are authorised to represent, or of which you are the beneficial owner of.

We may keep your personal data for up to 10 years after our business relationship with you has ended, in accordance with the relevant directive of the Cyprus Data Protection Commissioner (<http://www.dataprotection.gov.cy>).

We maintain prospective customers' personal data for 6 months from the date of notification of rejection of their application for banking services and/or facilities, or from the date of withdrawal of their application.

11. Your data protection rights

You have the following rights in respect of the personal data we hold about you:

1. The right to be informed about our collection and use of your personal data
Including the right to be informed regarding rectification, erasure or restriction of data processing that affects your personal data.
This privacy statement should tell you everything you need to know, but you can always ask for additional information and/or clarifications.
2. The right to obtain access to your personal data
This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it. To receive a copy, you need to submit a request to our Branch, to the attention of the Data Protection Officer (DPO); see contact details in section 14 below.
3. The right to request correction of personal data we hold about you
This enables you to have any incomplete or inaccurate data we hold about you corrected.
4. The right to data portability
This enables you to request your personal data in a format that is structured, commonly used and machine readable, and transmit such data to other organisations. You also have the right to have your personal data transmitted directly by us to other organisations named by you if this is technically feasible.
5. Withdraw the consent that you gave us
You can withdraw the consent you gave us for the processing of your personal data at any time. Any withdrawal of consent will not affect the lawfulness of processing based on consent given before it was withdrawn or revoked by you. Withdrawal of consent may mean we are unable to perform banking transactions and offer financial services based on our contract with you.
6. Request the erasure of your personal data
You can request us to delete your personal data (right to be forgotten), when there is no good reason for us to continue to process it, where there is no other legal ground for the processing, where it is being unlawfully processed, or where it must be erased for compliance with a legal obligation.
7. Object to processing of your personal data and to not be subject to automated decision-making including profiling
Where we are relying on a legitimate interest and there is an underlying personal situation which has influenced you to object to processing on this ground. If you lodge an objection, we will no longer process your personal data unless we can demonstrate compelling legitimate grounds for the processing, which override your interests, rights and freedoms.
You also have the right to object to processing, if we are doing so for direct marketing purposes. This also includes profiling inasmuch as it is related to direct marketing.
8. Request the restriction of processing of your personal data
This enables you to request us to only use your data for certain things, subject to the limitations referred to in the present policy and/or any law or regulation, if:
 - It is not accurate
 - It has been used unlawfully, but you do not wish us to delete it
 - It is no longer relevant, but you want us to keep it for use in possible legal claims
 - You have already asked us to stop processing your personal data, but are waiting for our confirmation on whether we have legitimate grounds to process your data
9. The right to be notified
In case of a high risk data breach affecting your personal data.

12. Right to lodge a complaint

If you have exercised any or all of your data protection rights, and still feel that your concerns about how we use your personal data have not been adequately addressed by us, you have the right to complain by completing our online form <http://www.ajib.com.cy/customer-complaints-form/>, or by contacting our Branch. You also have the right to complain to the Office of the Commissioner of Personal Data Protection, <http://www.dataprotection.gov.cy>.

13. Changes to this privacy statement

We may modify or amend this privacy notice from time to time, and any such changes will be notified to you. We recommend however that you review this notice from time to time, to ensure that you will remain informed about the processing of your personal data.

14. Data Protection Officer Contact Details

If you wish to contact us regarding the processing of your personal data, you can do so at:

Data Protection Officer,

Address: 23 Olympion Street, Libra Tower, P.O.Box 54384, Limassol 3035, Cyprus.

Tel: +357 25351351

Fax: +357 25360151

Email: dpo.cy@ajib.com

Website: www.ajib.com.cy