



**SBI (Mauritius) Ltd**

Bank to grow with

# **PRIVACY PRINCIPLES**

**2018**

SBI (Mauritius) Ltd (hereinafter referred to as the “Bank”) is a subsidiary of State Bank of India with aspirations to grow as a long term stakeholder in the Mauritian Economy since 1989. SBI (Mauritius) Ltd has 13 Retail Branches covering major areas of Mauritius, including Rodrigues Island, 1 Global Business Branch at Ebene and 1 outlet (SBI INTOUCH) at Trianon Shopping Park, Mauritius.

You can find out more about us at [www.sbimauritius.com](http://www.sbimauritius.com).

The key principle of the Data Protection Act 2017 is to strengthen the control of individuals over how their personal data is being used and to ensure that privacy rights are properly protected.

At SBI (Mauritius) Ltd we rely on the trust of our customers. Consumer confidentiality and privacy is of utmost concern to the Bank.

The Data Protection Act 2017 ensures that you give your consent to the processing of your personal data. Your personal data are being collected by the Bank for a legitimate reason whereby it allows the Bank to fulfill its duties of being your Banker. The purpose of data collection will be specified by the Bank upon seeking your consent. If the Bank is collecting personal data which is voluntary, then there will be clear and unambiguous indication for affirmative action on your part.

Most of the personal data collected by the Bank are crucial to enable the Bank to provide its services to you. Without such information, the Bank may be unable to open or continue to operate your account, or provide any such other required services.

Data provided by you also enables us to assess credit scores and debt levels, design and market new services and products, provide requested information to authorities for statistical and/or investigation purposes.

Your information is kept confidential, however, the Bank may provide such relevant information as and when required and under the proper authority to:

- Credit Reference Agencies / Debt collection agencies
- Regulatory Authorities
- Legally binding requests for information
- Staffs under the oath of confidentiality
- Independent financial advisors
- Service providers/ Postal services
- Any authority having a charge against your property – secured loans, mortgages
- Companies with which we have a joint venture or an agreement
- Any other third parties upon your request and/or consent

The Bank hosts information of its customers in the IT Systems and IT Infrastructure of the Parent Bank, SBI, in India or in some cases with outsourced vendors outside Mauritius, or gives selected access to information to outsourced vendors outside Mauritius for various business purposes like realtime transaction processing, report generations etc. In such cases, the Bank ensures that appropriate safeguards at all times are taken to protect your data.

You, as our customer, have the right to request access to personal data that you have provided to the Bank, as well as, to request any rectification, restriction or erasure of same. Please note that any such requests should be addressed to:

Data Protection Officer  
SBI (Mauritius) Ltd,  
Head Office,  
6<sup>th</sup> Floor SBI Tower Mindspace,  
Bhumi Park, 45, Ebene Cybercity,  
Mauritius

You have the right to withdraw consent given to the Bank at any time. Should you opt for same, you will have to notify the Bank in writing. The Bank will then inform you if we will no longer be able to provide certain services or products to you after the withdrawal of your consent. However, even after withdrawal of your consent, your personal data may be still kept and processed for statistical and research purposes. Furthermore, personal data will be kept even after termination of banking transactions/relationship for legal and statutory purposes.

As per the Data Protection Act 2017, you have the right to lodge a complaint with the Data Protection Commissioner at the address below:

Data Protection Office  
5<sup>th</sup> Floor,  
Sicom Tower,  
Wall Street,  
Ebene

Please consult the Data Protection Office website for further information;  
[dataprotection.govmu.org/](http://dataprotection.govmu.org/)