

Privacy Policy

Current Privacy Policy (hereinafter – Policy) applies to all relations between “Azerbaijan Industry Bank” OJSC (hereinafter – the Bank) and natural or legal persons who are the Users of services (hereinafter – the Services) on the web page of the Bank and/or in the internet banking/mobile app (the app).

By using the Services, the User agrees to the collection and processing of his personal information by accepting the terms and conditions of this Policy. The User should not use the Services unless giving consent to these terms.

1. Personal information

- 1.1. The following is considered personal information of the User:
 - 1.1.1. Information submitted/entered by the User for the purpose of using the Services;
 - 1.1.2. Information submitted/entered/gained automatically: IP-address and information on User’s device(s), cookies, information on the browser (or other software used for benefitting from the Services) and other necessary information.
- 1.2. This Policy can only be applied to the Services. The Bank is not liable for the websites of third parties.
- 1.3. The Bank does not verify the authenticity of submitted/entered/gained information, except identification information defined by law. The Bank reserves the right to reject providing Services as a result of submitting invalid, incorrect or incomplete information.

2. Purposes of collection and processing of personal information

- 2.1. Personal information of the User is collected by the Bank for the purpose of providing Services at an appropriate level.
- 2.2. Personal information of the User is collected for the following purposes:
 - 2.2.1. Identification of the User;
 - 2.2.2. Ensuring the protection and security of using Services;
 - 2.2.3. Making interactive communication with the User, as well as the collection, processing, and submission of surveys, appeals, and information with regard to Services;
 - 2.2.4. Improvement of services, quality, provision of new services or making research for these activities;
 - 2.2.5. Information on placement, dispatch, purchase, account balances based on the instructions of the user.

3.Processing, protection and transfer of personal information to third parties

- 3.1 The Bank realizes the processing and protection of personal information of the Users in accordance with the applicable legislation of the Republic of Azerbaijan, its current Policy and internal regulations.
- 3.2 The Bank guarantees the privacy of bank account, account transactions and balances, information on the User, as well as the name, address, managers of the client in accordance with the Legislation of the Republic of Azerbaijan.
- 3.3 The Bank gives the information on personal and banking privacy of the Users only to the Users and their representatives, as well as external auditors, financial monitoring authority and financial markets control body. Such information is given to state authorities and their officials on the basis of a court decision that has come into force only in cases of a criminal investigation, the arrest of User's money and property held by the Bank, redirection of demand and their confiscation. Information on the user's account balances in connection with the forced execution of the enforcement documents shall be provided to the enforcement officers on the basis of information provided by the law. In case of an insurance provided in the Law of the Republic of Azerbaijan "On Deposit Insurance", depositors' information shall be provided to the Deposit Insurance Fund in accordance with the legislation. Borrower information is provided to credit bureaus in the manner prescribed by the Law of the Republic of Azerbaijan "On Credit Bureaus".
- 3.4 The User agrees that the Bank may transfer personal information of the Users to other companies and service providers on the basis of the relevant contract for the purpose of improving the quality of services.

4.Measures taken to protect and secure the personal information

- 4.1 The Bank takes administrative and technical measures for the purpose of protection and security of personal information of the Users.

5.Making Changes to Privacy Policy

- 5.1 The Bank reserves the right to make changes to this Policy.
- 5.2 The Policy which is valid with the last changes The Policy, effective as of the latest changes, will be notified to the User by posting on the Bank's official website or on the mobile application of the bank.