

Privacy Policy

UK Data Protection Act 1998 and associated legislation, Codes of Practice and Industry Best Practice Guidelines.

Purpose

1. These Privacy Principles describe how we collect, use and disclose your Personal Information.
2. We will collect your Personal Information only for the purpose of providing our services to you and any purpose that is directly incidental to the provision of those services.
3. We are always willing to explain to you the purposes for which your information is being collected.

Consent

4. We will seek your consent to the use of your Personal Information either expressly or impliedly, depending on the circumstances and the type of information collected. For example, we will rely on your implied consent when you give us your name, address, telephone number and other details necessary for us to verify your identity in accordance with the provisions of the T & C.
5. Your consent may also be given by an authorised representative or a person having Power of Attorney.
6. You may withdraw your consent at any time, subject to any legal restrictions and subject to any contractual restrictions you have already entered into with us, and provided that you give us reasonable notice in writing. We will explain to you the implications of such withdrawal.
7. In accordance with your preferences we may from time to time send you information that is relevant to the provision of our services. If, at any time, you do not wish to receive that information, you may by sending us an email opt-out and request that you are not included in any future text or mail-outs.
8. There may be circumstances in which we are obliged to collect, use, or disclose certain Personal Information without your consent. Such circumstances could include the following: (i) disclosure is required or authorised by law; (ii) the use or disclosure is necessary for the prevention, detection, investigation, prosecution or punishment of criminal offences, breaches of a law imposing a penalty or sanction or breaches of a prescribed law including the enforcement of laws relating to the confiscation of the proceeds of crime.

Limiting Collection and Retention of Information

9. The amount and type of information collected by us will be limited to that which is necessary to provide our services and the information shall be retained only for as long as may be necessary for the fulfillment of the purpose for which the information is collected.

10. You acknowledge that we are obliged under the relevant anti-money laundering and counter-terrorism legislation to retain information in accordance with legal obligations

11. Subject to any legislative requirements, we will destroy, erase, or make anonymous your personal information when it is no longer required to fulfill the purpose for which it has been collected.

Accuracy

12. We will make reasonable efforts to ensure that your Personal Information is sufficiently accurate, complete and up-to-date to minimise the possibility that inappropriate information may be used to make a decision about you.

13. We will not routinely update your Personal Information unless such a process is necessary to fulfill the purposes for which the information was collected. You must notify us as soon as possible if any of the information you have provided to us has changed.

Disclosure to Third Parties

14. We may disclose your Personal Information to any member of Southeast Financial Services UK Limited (which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the Companies Act 2006).

15. We may also disclose your personal information as required by law such as to comply with a subpoena, or similar legal process.

16. We may disclose your information when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request,

17. We may disclose your personal information to third parties in accordance with the requirements of our third party service providers so that they may process your transactions.

18. We may disclose or share your personal information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

19. The Personal Information that we collect from you may be transferred to,

and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our service providers. Such staff may be engaged in, among other things, the processing of your transaction, the processing of your payment details and the provision of support services. By submitting your personal information, you agree to this transfer, storing or processing. We will take all reasonable steps to ensure that such Personal Information is treated securely and in accordance with this Privacy Policy.

Complaints

20. We have procedures in place to receive and respond to complaints or inquiries about our policies and practices relating to the handling of Personal Information. For more information, see our Complaints Policy.

21. We take all complaints seriously and will investigate all complaints.

Contact

22. If you have any queries about this Privacy Policy or any complaints about our privacy practices, please contact us at sfsl@southeastbank.com.bd

23. Minor changes to this Privacy Policy will be published on this page.