



CTBC BANK
中國信託銀行

It's important to us to protect your privacy and your information

This CTBC Mobile Banking Privacy Policy ("Policy") applies to users of the CTBC Bank mobile application. The term "CTBC" or "we," "us" or "our" in any mobile banking application we own and control, and in this Policy, refers to CTBC Indonesia. This Policy describes how the mobile banking application may collect, use and share information from or about you and explains how the information may be shared or used.

1. Agreement Policy

By using the CTBC Mobile banking application, you consent to this Policy, which includes your consent to disclose and use information about you in the manner detailed in this Policy. Other privacy policies may also apply in addition to the terms of this Policy, including, but not limited to, our corporate [Privacy Policy](#).

2. Gathering, Using & Sharing: Information That We Collect

We may collect information about you through the mobile banking application including information about your device and carrier and your location information. This information is collected and analyzed to assist us with fraud detection and for other security purposes, and to enhance our ability to optimize and personalize your experience while using our mobile banking application. We may also gather additional information when you initiate a transaction.

Device and Carrier Information

Through your use of the mobile application we may collect information about your device such as the device model, and the name and version of the operating system. We may also collect your phone number and the identity of the carrier. This information will be retained by CTBC Indonesia for as long as needed but will only be used for the limited purposes stated within this Policy.

Location Tracking

There may be certain information transmitted to us regarding your location when you log in or request information through the mobile application, such as your physical location. This information may be provided to mapping applications to assist you in locating nearby ATMs or Branch. Your location data will be retained by CTBC Indonesia for as long as needed but will only be used for the limited purposes stated within this Policy.

Transaction Information

We may collect information when you initiate a. This information will only be used or shared in order to provide the service that you requested.



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3. Security Measures

We protect information you provide us in several ways. We use encryption standards and SSL (Secure Socket Layer) technology to help ensure that information passes to CTBC Indonesia without being intercepted by third parties. User IDs and Mobile PIN are used to help safeguard access to your information through the Mobile Banking Application. As always, we strongly encourage you to assist us in that effort by not sharing your CTBC Mobile Banking User ID and Mobile PIN with anyone.

4. Questions

If you have any questions about this Policy, please contact our CallCTBC at 0807-1-221111.

5. Changes to CTBC Mobile Banking Privacy Policy

This Policy should be reviewed periodically as it is subject to change from time to time. When a change has been made, we will post the revised policy on this page with a new "Last Updated" date at the top of the page. All changes will become effective when posted unless indicated otherwise.