



YAKO BANK UGANDA LIMITED PRIVACY STATEMENT

Version: 1.0

At Yako Bank Uganda Limited, we are committed to protecting the privacy and security of your personal information. This Privacy and Security Statement outlines how we collect, use, and safeguard your information when you interact with our services.

Collection:

We collect personal information from you when you apply for our products or services, use our online banking platforms, visit our branches, or communicate with us via phone, email, or other channels. This information may include your name, contact details, identification documents, financial information, and other relevant data necessary to provide our services.

We Use Your Personal Information to:

Process your transactions and requests accurately and efficiently.

Verify your identity and comply with legal and regulatory requirements.

Customize our services to meet your individual needs.

Communicate with you about our products, services, and promotional offers.

Improve our products, services, and customer experience.

Conduct data analytics and market research to better understand customer preferences and trends.

Your Consent:

By providing us with your personal information, you consent to its collection, use, and disclosure as outlined in this Privacy Statement.

Third Parties:

We may share your personal information with third-party service providers, affiliates, and partners who assist us in delivering our products and services. These entities are contractually obligated to protect your information and only use it for the purposes specified by us.

Storing Personal Information:

We store your personal information securely and retain it only for as long as necessary to fulfill the purposes for which it was collected or as required by law.

Our Security Practices:

We employ industry-standard security measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. These measures include encryption, firewalls, access controls, and regular security audits.

Marketing by Electronic Means:

With your consent, we may send you marketing communications via electronic means, such as email or SMS, to inform you about our products, services, promotions, and events. You may opt out of receiving these communications at any time by following the unsubscribe instructions provided in the messages.

Access to Your Personal Information:

You have the right to access, correct, or update your personal information held by us. To exercise this right, please contact our Customer Service Department.

Our Use of Technology to Follow Your Use of Our Websites:**Cookies:**

We use cookies and similar tracking technologies on our websites to enhance your browsing experience, analyze website traffic, and personalize content and advertisements. You can manage your cookie preferences through your browser settings.

Monitoring of Electronic Communications:

We may monitor and record electronic communications (e.g., emails, chat messages) for quality assurance, compliance, and security purposes.

Monitoring and Analysis:

We may analyze your interactions with our services to improve our products, services, and customer support processes.

Social Media:

When you interact with our social media pages or accounts, your interactions may be subject to the privacy policies of the respective social media platforms. We encourage you to review these policies.

Your Rights:

You have the right to lodge a complaint with the relevant data protection authority if you believe that your privacy rights have been violated.

Right to Change This Privacy Statement:

We reserve the right to update or modify this Privacy Statement at any time. Any changes will be effective immediately upon posting the revised statement on our website.

Queries and Complaints:

If you have any questions, concerns, or complaints regarding our privacy practices, please contact our Data Protection Officer.

Kasaali Oscar

Legal Officer

Head Office | Forest Mall Lugogo Bypass.

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