

WPB Data Privacy and Security Policy

Please note that WPB Data Privacy and Security Policy will be effective from 30 November 2020.

HSBC's Privacy Principles

Our business has been built on trust between our customers and ourselves. To preserve the confidentiality of all information you provide to us, we maintain the following privacy principles:

- We only collect personal information that we believe to be relevant and required to understand your financial needs and to conduct our business, as long as we have your consent, which may be removed at any time, by formally informing us.
- We use your personal information to provide you with better customer services and products.
- We may pass your personal information to other HSBC Group companies or agents, as permitted by law.
- We will not disclose your personal information to any external organization unless we have your consent or are required by law.
- We may be required from time to time to disclose your personal information to Governmental or judicial bodies or agencies or our regulators, but we will only do so under proper authority.
- We aim to keep your personal information on our records accurate and up-to-date, for as long as may be required and for the applicable retention period, when no longer required. You may request rectification of your personal information anytime.
- We maintain strict security systems designed to prevent unauthorized access to your personal information by anyone, including our staff.
- All HSBC Group companies, all our staff and all third parties with permitted access to your information are specifically required to observe our confidentiality obligations.

By maintaining our commitment to these principles, we at HSBC will ensure that we respect the inherent trust that you place in us

Should you wish to submit a complaint with regards to the handling of your data, you may do so at our branches, at our complaints counter, by telephone, by letter and email.

Customers may also contact us by phone from 8.45 am to 10.00 pm everyday on the following Customer Service Lines:

Contact Method	Contact details
Contact Centre for local calls only(Phone)	8001234
Contact Centre for overseas calls (Phone)	+230 4030750

For any queries, please speak to us.



