

## **RCBC Securities, Inc.** **Data Privacy Notice**

We at RCBC Securities, Inc. (RCBCSI) respect and value your privacy. We believe that you are entitled to know how we use and protect your personal information. We give this notice to inform you of the ways in which we process your personal information.

While this notice is intended mainly for the information of our individual clients, we stress that we handle and protect the information of our entity clients in the same manner that we handle and protect the information of individuals.

### **Who is providing this notice?**

As the personal information controller under Republic Act No. 10173 or the Data Privacy Act of 2012, RCBCSI gives this notice to inform you of your rights and our obligations under the law.

### **What personal information do we collect?**

The types of personal data that we collect including but not limited to:

- Full name, gender, place and date of birth;
- Residential/permanent address;
- Copy of identification cards, passport, TIN, SSS/GSIS number, etc.;
- Employment or business information;
- Payment details, like banking information;
- Contact details, including telephone number and email address;
- Latest income documentation;
- Latest billing proof of address (where applicable); and
- Other information necessary to provide you with the service that you need.

#### Additional personal data that we collect over the course of our relationship with you

Over the course of our relationship, we may collect data about you including but not limited to your transactions, account history and information, inquiries about our products and services.

#### Personal data that we collect as authorized or required by law

We may also collect information about you when required or authorized by law. For example, we require your personal data to verify your identity under Republic Act No. 9160 or the Anti-Money Laundering Act of 2001.

### **How do we collect your personal data?**

There are many ways that we get information from you. We might collect your information when you fill out an RCBCSI form with us or at any RCBC Business Centers, when you give us a call, use our websites. We may also collect your information via the following:

- In applications, emails and letters, during financial reviews and interviews.
- Information that we receive from our affiliates, and from or through other organizations (for example fraud prevention agencies) whether in the course of providing services to you or otherwise.

### How we collect and manage your sensitive personal information?

The Data Privacy Act considers the following information as sensitive:

- Race, ethnic origin, marital status, age, color, and religious, philosophical or political affiliations;
- Health, education, genetic or sexual life of a person, proceeding for any offense committed or alleged to have been committed by such person; and
- TIN, SSS/GSIS no., health records, licenses, tax returns, etc.

Unless allowed or required by law or regulation, we will only collect your sensitive information with your consent.

### How do we take care of your personal data?

We store information in paper and electronic formats. The security of your personal data is important to us and we take reasonable steps to protect it from misuse, interference, loss, unauthorized access, modification, and unauthorized disclosure by establishing and enforcing:

- Confidentiality requirements and data privacy training of our employees;
- Document storage security policies;
- Security measures to control access to our systems and premises;
- Limitations on access to personal data;
- Strict selection of vendors; and
- Electronic security systems, such as firewalls and data encryption of our websites.

We may store your personal data physically or electronically with third party data storage providers. When we do this, we use contractual arrangements to ensure those providers take appropriate measures to protect that information and restrict the uses to which they can put that information.

### What happens when we no longer need your information?

We will only retain your information for as long as necessary for the purpose for which they were collected or as required by law and regulation. We will destroy your personal data when its retention is no longer required by purpose, law or regulation.

## **How do we use your personal data?**

### Why do we use your personal data?

We use your personal data for various reasons, mainly:

- To comply with law and regulation (for KYC or client identification);
- To carry out our obligations arising from contracts entered between you and us;
- To conduct our everyday business purposes (to process your transactions and maintain your account).

## **With whom do we share your personal data?**

### Sharing with the government

To comply with legal and regulatory mandates, we submit required information to government agencies, like the Bangko Sentral ng Pilipinas (BSP), Bureau of Internal Revenue (BIR), and Securities and Exchange Commission (SEC).

### Sharing with other persons and entities

Only after obtaining your consent, we may also disclose your information to third parties for specified legitimate purposes. In instances where your information is shared with third parties, we ensure that we would only share your data with entities that can demonstrate sufficient organizational, technical and physical security measures that can and will protect

your personal data.

### How do you access or correct your personal data?

Unless there are practical, contractual and legal reasons why we cannot process your request, you have the right to ask for a copy of any personal information we hold about you, as well as to ask for it to be corrected if you think it is wrong. To do so, please email [dmperez@rbc.com](mailto:dmperez@rbc.com).

### If you have queries, requests and complaints

#### Contact us

We care about what you think and we welcome your feedback. You can contact our data protection officer at:

- +632 894 9000 local 1681;
- [dmperez@rbc.com](mailto:dmperez@rbc.com)

You may also contact the **National Privacy Commission**

Email: [info@privacy.gov.ph](mailto:info@privacy.gov.ph) or [complaints@privacy.gov.ph](mailto:complaints@privacy.gov.ph)

Address: 3rd Floor, Core G, GSIS Headquarters Building, Financial Center, Pasay City, Metro Manila 1308