PRIVACY NOTICE IN CONNECTION WITH

AVAILING e-BANK GUARANTEE(e-BG)

This Privacy Notice is addressed to you in connection with your prospective availment of e-Bank Guarantee Services, in your capacity as an individual availing or authorised to avail such services, including as a sole proprietor, partner, beneficial owner, authorized signatory, or representative of a sole proprietorship, partnership, company, association, club society, trust, or any other entity, basis your application as mentioned above. The purpose of this notice is to provide you with comprehensive information regarding the collection, use, processing, storage, disclosure, and protection of your personal and sensitive personal data in accordance with applicable Indian laws.

This notice is issued in compliance with the Information Technology Act, 2000, the Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011 ("SPDI Rules"), and the principles enshrined in the Digital Personal Data Protection Act, 2023 ("DPDP Act") and Digital Personal Data Protection Rules, 2025 ("Rules"). The Bank is committed to ensuring the confidentiality and security of the personal data you provide during the entire life cycle of the e-BG Process

1. Identity of the Data Fiduciary

The South Indian Bank Ltd, having its Registered Office at T.B Road, Mission Quarters, Thrissur 680 001, Kerala, India, (hereinafter referred to as "**the Bank**") is the Data Fiduciary responsible for processing your personal data.

2. Categories of Personal Data Collected

We collect following data as is necessary for lawful purposes:

Identity & KYC Data	Contact Information	Financial Information	Biometric / e-KYC Data (for digital onboarding)	Device & Technical Data (Digital onboarding)
1.Name, Signature 2.PAN, Aadhaar (masked where applicable) 3.Passport, Driving License, Voter ID 4. Residential status under banking, general and tax laws	1.Address (permanent & correspondence) 2.Mobile number, Email ID	1) Deposit account detail 2)Income Details 3) -Credit history (if applicable) 4)Account Details 5) Transaction data of the borrower 6) Trade cycle of the manufacturing activity 7) Financial information of the borrower	1.Facial image / video KYC 2.OTP-based authentication	1.IP address 2.Device ID, browser type 3.Location (for fraud prevention)

		8) Collateral security offered by the borrower, etc.		

3. Source of Personal Data

3.1 Directly collect Personal information from you at the time of submitting request for e-BG and other SIB products.

3.2.Indirectly collect personal information from credit bureaus subject to their policies and user consent.

3.3. Automatically collects personal information like device information, IP addresses etc. while your interacting with digital platforms using technologies like cookies to remember preferences and analyze usage to enhance services.

4. Purpose of Processing

Your personal data is processed for:

- Availing the e-BG services hereinabove mentioned, including sharing of e-BG documents with NeSL and beneficiaries via Entity Locker
- For credit scoring, credit analysis, risk analysis, obtaining any reports, credit scores, credit information, for assessing and undertaking/ evaluating, fraud check, fraud probability, reference checks, due diligence, inspections, etc. including from or through any credit information companies, bureaus, fintech entities or service providers.
- Facilitating access to e-BG documents and related life cycle events through Entity locker
- Compliance with KYC/AML obligations under Reserve Bank of India guidelines
- Fraud detection and risk management
- Regulatory reporting and audit compliance
- Customer support and grievance handling
- Offering relevant banking products (only where consented)

5. Legal Basis for Processing

We process your data based on:

- Consent (for optional services, marketing, etc.)
- Legal obligation (KYC, AML laws, tax laws)
- Legitimate uses as permitted under DPDP Act

6. Consent Mechanism (Please opt-in by tick marking)

You are requested to provide explicit, itemised consent for:

☐ Data sharing with NeSL/registered applicants and BG Beneficiaries through Entity Locker accounts/Subsidiaries/TSPs/Vendors with Data Processing Agreements (DPA).

☐ Facilitating access to e-BG documents and related life cycle events through Entity locker☐ Account opening & KYC verification

☐ C-KYC registry upload

☐ Credit bureau checks (if applicable)

☐ Credit analysis, risk analysis, obtaining any reports (if applicable)☐ Marketing & promotional communication

☐ Cross-selling of financial products

☐ Video KYC / biometric processing

Please note failure to provide required data may result in:

- Restriction of services
- Regulatory non-compliance
- Discontinuation of Services/Products

7. Data Sharing & Recipients

Your data may be shared with:

- NeSL DDE Platform to facilitate access to e-BG Services/Documents
- Registered Applicants and Beneficiaries through the Entity Locker Accounts
- Regulators (RBI, FIU-IND, Income Tax authorities)
- CKYC Registry
- Credit Information Companies
- Payment networks (NPCI, card networks)
- Service providers (IT, cloud, KYC vendors)
- Law enforcement agencies (as required)

8. Cross-Border Data Transfer

If your data is transferred outside India, it will be done only:

- To jurisdictions approved/notified by the Central Government
- With adequate safeguards
- As per DPDP Act requirements

9. Data Retention Policy

Your data will be retained:

- During the account relationship
- For 10 years or more post-closure (as per RBI/AML laws)
- Longer if required by law or litigation

10. Your Rights as Data Principal

Under the DPDP Act, you have the right to:

- Access your personal data
- Correct inaccurate or incomplete data
- Erase data (subject to legal retention requirements)
- Withdraw consent
- Nominate another person to exercise rights
- Grievance redressal

11. Grievance Redressal

In case of any queries, concerns, or grievances related to the processing of your Personal Data, you may contact the Bank's designated Grievance Officer @ dpgo@sib.bank.in and/or in the following address:

Data Protection Grievance Redressal Officer
DPO Office, Digital & Technology Dept.,
SIB Administrative Building, SIB Tower,
Rajagiri Valley, Kakkanad,
Kochi -682039

The Grievance Officer shall redress your grievance expeditiously and in accordance with applicable law.

12. Security Safeguards

The Bank assures that it implements and maintains reasonable security safeguards and practices to protect Personal Data, in compliance with the Digital Personal Data Protection Act, 2023 and applicable rules thereunder.

13. Cookies & Digital Tracking (For Online On-boarding)

We use cookies for:

- Authentication
- Fraud prevention
- User experience improvement

You can manage cookie preferences in your browser.

14. Updates to Privacy Notice

This notice may be revised from time to time to reflect legal, regulatory, operational, or technology changes, and the latest version may be made available through South Indian Bank's website, digital channels, or application form.

If you require this Privacy Notice in any other language specified in the Eighth Schedule of the Constitution of India, please do reach out to the Grievance officer, but not later than three working days from the date of this notice. We shall be happy to provide the notice in the language specified in the Eighth Schedule of the Constitution of India.

BG Applicant/Customer Acknowledgement & Consent

I HEREBY PROVIDE MY FREE, SPECIFIC, AND INFORMED CONSENT TO THE BANK FOR THE COLLECTION, PROCESSING, USE, AND DISCLOSURE OF MY PERSONAL DATA AS DESCRIBED HEREIN ABOVE.

I hereby: (Please tick mark)

☐ Confirm that I have read and understood the Privacy Notice

☐ Provide my free, informed, specific and unambiguous consent

☐ Agree to processing of my personal data as stated above

Signature / Digital Consent : __________

Date : __________