Introduction

This Privacy Policy ("Policy") governs the practices of the "EXIM aiser" mobile banking application ("Application"), a product of the Export Import Bank of Bangladesh Limited ("EXIM Bank" or "we" or "us"), in relation to the collection, use, and disclosure of personal data. By using the Application, you ("User") are consenting to the practices delineated in this Policy.

The Export Import Bank of Bangladesh Limited is unequivocally dedicated to the protection of its customers' privacy and has implemented all requisite and judicious measures to ensure the confidentiality of any information transmitted through its "EXIM aiser" Mobile Banking Application. This Privacy Policy delineates the methods by which we collect, disseminate, utilize, and safeguard information when you visit or use the "EXIM aiser" Mobile Banking Application.

Data Collection

We collect personal data that you voluntarily provide to us, inclusive of, but not limited to, your name, contact information, and financial information. In addition, we automatically collect certain data when you use our Application, such as device information, location data, and usage data. The collection and use of such data are conducted in strict compliance with applicable laws and regulations, and are integral to our commitment to maintaining the security and integrity of customer data.

Data Usage

We utilize your data for a multitude of purposes, including, but not limited to, providing and enhancing our services, communicating with you, securing our Application, and complying with legal obligations. With your explicit consent, we may also use your data for marketing purposes.
Data Sharing

We do not engage in the sale of your personal data. We may share your data with third-party service providers who perform services on our behalf, with other users at your direction, and with law enforcement or other entities if mandated by law.

Data Retention

We retain user-provided data for the duration of the user's utilization of the corresponding feature of the Application. It is important to note that the proper functioning of the Mobile Banking Application may necessitate some or all of the user-provided data. Furthermore, legal obligations may mandate the retention of certain information. In the event of the closure of your profile established for Mobile Internet Banking, EXIM Bank will retain specific data for a reasonable period to accommodate any potential request to reactivate your profile.

Data Security

We implement stringent security measures to safeguard your data. However, it is important to note that no security measure is infallible, and we cannot guarantee the absolute security of your data.

User Rights

You possess certain rights in relation to your personal data, including the right to access, correct, or delete your personal data, and to object to or limit our processing of your data. You can exercise these rights by contacting us.

Changes to This Policy

We reserve the right to modify this Privacy Policy at our discretion. Any changes will become effective immediately upon the posting of the revised Policy on our Application. Your continued use of the Application following these changes constitutes your acceptance of the revised Policy.
Contact Us

If you have any questions or concerns regarding this Privacy Policy, please contact us at: https://www.eximbankbd.com/location/contact

This Privacy Policy is intended to provide transparency about our data practices and principles. It does not create any contractual or other legal rights in or on behalf of any party, nor is it intended to do so.