

Communication and Privacy Policy :

In addition to other clauses in the Terms and Conditions, you agree and consent that Equitas bank may collect, store, use and/or disclose your personal data and any communications made through WhatsApp/ Chat bot from our corporate website, in accordance with applicable laws and our privacy policy available at <https://www.equitasbank.com/sites/default/files/2021-10/Privacy-policy-revised.pdf>.

Purpose:

This channel simply serves as supplementary medium through which you can avail few services and information on our products/ offerings.

You agree and consent that we may collect, store, use and/or disclose your personal data for the following purposes and any other customer service feature that may get added in future and notified time to time.

- Check Account Balance
- Last 10 Transactions
- Generate Account Statement
- Place request for Cheque Book

Please note that in future, this channel will extend services secured for allowing banking financial transactions on Bot / WhatsApp including conversational interactions with bank officials in accordance with applicable laws.

We would take this opportunity to strongly remind you to:

- Never share privacy-sensitive details via WhatsApp messages/on chat bot (as with all social media)
- Remember that we will not send messages of our own accord this way and will only respond to messages sent to us except for any important communication / awareness messages.
- Not contact us through the WhatsApp channel for complaints, grievances or similar important matters.
- Not to leave your Laptop / Mobile phone unlocked for others to attempt on your behalf to bank from our device

Legal Basis of Processing :

As mentioned in the Privacy Policy at <https://www.equitasbank.com/sites/default/files/2021-10/Privacy-policy-revised.pdf>

Unsubscribe :

The opening conversation on whatsapp / BOT will request for your consent. If you are not willing to continue using whatsapp / Bot , please choose Opt out to stop receiving further responses. You may choose not to share any personal data at any point of time and may unsubscribe through WhatsApp chat itself. Please refer to the Privacy Policy at <https://www.equitasbank.com/sites/default/files/2021-10/Privacy-policy-revised.pdf>

Third Party :

WhatsApp is owned by a third-party unaffiliated with Equitas Small Finance Bank Ltd. You shall independently be guided by their privacy policies and Bank has no control over them. Equitas Small Finance Bank Ltd is not responsible for the privacy or security policies at these sites or other third-party sites that may be linked to from within our social media channels. You should always review the privacy and security practices and policies of each third party site you visit. Equitas Small Finance Bank Ltd does not endorse and is not responsible for any ads, content, products, advice, opinions, recommendations or any other material of third-party sites that may be promoted via advertising within any social media properties.

Important Information:

Additionally, please also view Bank privacy policy for details related to privacy. You shall be deemed to have accepted the same.

We will update this policy from time to time. Any changes or updates will be made available on our website www.equitasbank.com

For safe guidelines

<https://www.equitasbank.com/sites/default/files/2021-07/Safe-Banking-Guidelines.pdf>