

Privacy Policy

1. WHO ARE WE?

This website (“Site”) is operated by The City Bank Limited, The City Bank Website having registered address at www.thecitybank.com. You can contact us as indicated under the “Contact” section in the main navigation.

2. WHAT IS THIS PRIVACY POLICY IS FOR?

This privacy policy (“Privacy Policy”) applies to personal data that we collect from you as a user of this Site, job applicant, member, service provider, business owner, consultant, trainer, subscriber, or customer (“you” or “your” being interpreted accordingly). It provides information on what personal data we collect, why we collect the personal data, how it is used. ‘Personal data’ as used in this Privacy Policy means any information that relates to you from which you can be identified.

By using our Site or submitting your personal data you are taken to accept the terms of this Privacy Policy, so please read it carefully.

3. PERSONAL DATA WE COLLECT

We collect the following personal data about you:

- **Applications:** The personal details you provide when submitting a “Request for a call”, “Register Now” for City Bank Certification Course or “Feedback Survey”, which could mean “course” application or “Request Call” application. These applications typically include your full name, e-mail address; and phone number; gender, approximate age, industry, career level; information about your work and other information that you elect to provide to support your application.
- **Membership:** When becoming a member of our City Bank platform, we collect your first and last name, email address, contact number, company and job title.
- **Other Information:** Personal details you choose to give when corresponding with us by phone, intercom or e-mail, participating in user/customer/member surveys or otherwise visiting and interacting with this Site or any other websites we operate, and personal data that you provide to us when you attend any training.

4. AUTOMATICALLY COLLECTED PERSONAL DATA

- Log Data: When you visit our Site, our servers record information (“log data”), including information that your browser automatically sends whenever you visit the Site. This log data includes your Internet Protocol (“IP”) address (from which we understand the country you are connecting from at the time you visit the Site), browser type and settings, the date and time of your request.
- Our Site uses cookies (small text files placed on your device) and similar technologies to distinguish you from other users. This is to provide you with a good user experience when you browse our Site and allows us to improve its features.

5. HOW WE USE YOUR PERSONAL DATA

We use your personal data in the following ways:

- To acknowledge and confirm receipt of “Register Now”, “Feedback Survey”, “Request a Call” applications (and where necessary put you on our waiting list). Such use of your data is necessary in order for internal members of our team to review the application.
- To contact you in connection with any training request or any surveys undertaken by us and/or any third parties, provided that you gave us your consent to being contacted in this way at the time you provided us with the personal data.
- From time to time, we may organize training/contests and other promotions. If you share information with us directly or through one of our third party service providers, we may use the email address and phone number you provided in order to notify you of the details.
- The City Bank Limited may provide you, or permit selected third party service providers to provide you, with information about goods or services, events, training details and other promotions we feel may interest you as a member or applicant. We (or such third party providers) will contact you by email, call and/or sms only with your consent, which was given at the time you, provided us with the personal data.
- We may use your personal data for other purposes which you have consented to at the time of providing your data.

6. DISCLOSURE OF YOUR INFORMATION

We share your personal data with third parties in the following situations:

- **Service Providers:** The City Bank Limited, like many businesses, sometimes hires selected third parties who act on our behalf to support our operations, such as (i) IT suppliers and contractors (e.g. data hosting providers or delivery partners) as necessary to provide IT support and enable us to provide customer or members services and other goods/services available on this Site or to members, (iv) web analytics providers, (v) providers of digital advertising services and (vi) Training partners or training agencies. Pursuant to our instructions, these parties may access, process or store your personal data in the course of performing their duties to us and solely in order to perform the services we have hired them to provide.
- **Business Transfers:** if we sell our business or our company assets are acquired by a third party personal data held by us about our applicants, members, customers may be one of the transferred assets.
- **Administrative and Legal Reasons:** if we need to disclose your personal data (i) to comply with a legal obligation and/or judicial or regulatory proceedings, a court order or other legal process. (ii) To enforce our Terms of Use or other applicable contract terms that you are subject to or (iii) to protect us, our members, applicants, customers, or contractors against loss or damage. This may include (without limit) exchanging information with the police, courts or law enforcement organizations.

7. SECURITY

Where we have given you (or where you have chosen) a password or log-in which enables you to access certain restricted parts of our Site, you are responsible for doing everything you reasonably can to keep these details secret. You must not share your password or log-in details with anyone else.

Unfortunately, the transmission of information over the internet or public communications networks can never be completely secure. We will take appropriate technical and organizational security measures to protect the personal data that you submit to us against unauthorized/unlawful access or loss, destruction or damage, although we cannot 100% guarantee the security of personal data that you provide to us online.

8. PERSONAL DATA RETENTION

We will keep your personal data only for as long as is reasonably necessary for the purposes outlined in this Privacy Policy, or for the duration required by any legal, regulatory, accounting or reporting requirements, whichever is the longer.

To determine the appropriate retention period for your personal data, we consider the amount, nature, and sensitivity of the personal data, the purposes for which we process your personal data, applicable legal requirements or operational retention needs, and whether we can achieve those purposes through other means.

Upon expiry of the applicable retention period we will securely destroy your personal data in accordance with applicable laws and regulations. In some circumstances we may anonymize your personal data so that it can no longer be associated with you, in which case it is no longer personal data.

9. DELETING PROFILE DETAILS

If you would like to delete your City Bank account or profile, please send us an email from the email address that is associated with your membership account to complaint.cell@thecitybank.com. Please let us know your username in that email, so that we may complete your request accurately.

You should be aware that it may not be technologically possible to remove each and every record of the information you have provided to us from our servers. The need to back-up our systems to protect information from inadvertent loss means that a copy of your personal information may exist in a non-erasable form that may be difficult or impossible for us to locate.

In addition, we have the right to delete any account at any time if required to do so by process of law, or if necessary in order to investigate fraud, a violation of our terms of use or in connection with any harm being caused to a third party or their rights.

10. CONTACT

Questions, comments or requests regarding this Privacy Policy should be addressed to complaint.cell@thecitybank.com.

11. CHANGES TO OUR PRIVACY POLICY

We may bring change to our Privacy Policy at any time and the changes we may make in future will be posted on this page. Please check back frequently to see any updates or modifications. If required by the applicable law, we will notify you of any material or substantive changes to this Privacy Policy.