

Privacy Notice

Al-Ahli Bank of Kuwait ("ABK", "we", "our", or "us") is committed to protecting your personal data and processing it in accordance with regulations issued by Central Bank of the UAE and other applicable laws. As the Data Controller, this Privacy Notice explains how we collect, use, share, and protect your personal data when you engage with our UAE entity.

For a more comprehensive understanding, this Privacy Notice should be read in conjunction with our <https://abk.eahli.com/en/customer-privacy/>

Information Collection:

We collect personal data through various channels, including direct customer interactions, digital channels and regulatory platforms. The information we gather includes, but is not limited to:

- **Personal Identification Information** – Includes name, National ID Number, nationality, passport details, and Politically Exposed Person (PEP) status.
- **Contact Information** – Includes phone number, email ID, and residential address.
- **Financial Information** – Covers account details, salary information, FATCA-related data, and loan transactions.
- **Regulatory Compliance Data** – Includes KYC details and customer signatures.
- **Corporate Client Information** – Encompasses business details and Point of Contact (POC).

1. Use of Information:

- To uniquely identify customers, verify eligibility, and comply with regulatory requirements.
- To establish communication, send account-related notifications, and provide customer support.
- To process financial transactions, assess creditworthiness, and meet regulatory obligations.
- To comply with anti-money laundering (AML) and regulatory requirements.
- To manage corporate client relationships and facilitate business transactions.

2. Legal Basis for Processing the Personal Data:

We process personal data based on the following legal grounds:

- **Performance of a Contract:** To provide banking services, including account opening, loan disbursement, and syndicate transactions
- **Legal Obligations:** To comply with UAE financial regulations
- **Legitimate Interests:** To enhance service efficiency and regulatory compliance
- **Consent:** Where required by law, such as direct marketing.

3. Sharing of Information:

Your personal data may be shared within Al-Ahli Bank of Kuwait for business and regulatory purposes and may be transferred to regulatory authorities for compliance, third-party vendors and ABK subsidiaries for operational needs. All applications and backups are centrally managed and stored in Kuwait, meaning Personal Data is processed outside the UAE.

4. Information Security:

Data is encrypted in transit and at rest, with role-based access controls limiting access to authorized personnel. Anti-malware and intrusion detection systems safeguard against threats, while confidentiality obligations enforce strict

compliance, including disciplinary actions for breaches. Additionally, service providers must adhere to ABK's security standards.

5. Retention of Information:

Data is retained per legal and internal policies, including:

- Copy of the expressed consent must be retained for 5 years after the relationship with the Consumer has terminated.
- ABK securely retains all Personal Data, records, and files for at least five years from specific triggering events, ensuring confidentiality until destruction.
- ABK stores Consumer Data within the UAE, maintain secure backups, and review retention procedures annually to prevent unauthorized access or loss.

6. Your Rights:

You have the right to access, transfer, object to processing, request erasure or forgetting the data, correction, and withdraw consent, subject to legal retention requirements.

To exercise these rights, contact our Data Protection Officer (DPO) at DPO@abkuwait.com. Requests will be processed within 30 days. Some requests may be refused if they compromise security, confidentiality, or legal obligations.

7. Changes to Privacy Notice:

We may update this Notice due to changes in legal requirements or practices. Updates will be communicated via our website or other official channels.

8. Contact Information:

For privacy concerns or to exercise your rights, contact DPO@abkuwait.com While we strive to fulfil all requests, some may be refused if they compromise security, confidentiality, or legal obligations. In such cases, we will provide a clear explanation.

Consent Statement

You acknowledge and consent to provide your personal and sensitive data, in alignment with the above Privacy Notice.

You may withdraw your consent at any point of time for the processing of your personal data by contacting us at [DPO@abkuwait.com]. However, withdrawing the consent will restrict ABK to process your application for any such purposes mentioned in the Privacy Notice.

Marketing Consent (Optional):

I agree to receive communications from ABK about future products, services and account-related updates.