

Ancoria Bank Ltd (hereinafter the “Bank”), in full transparency and respect of your rights and personality, collects and further processes personal data only for specified, explicit, and legitimate purposes, within the scope of its business relationship with you.

This Privacy Notice for Electronic Channels (hereinafter the “eNotice”) provides an overview of how the Bank processes personal data via its electronic channels, in accordance with all applicable data protection legislation, and particularly with the General Data Protection Regulation, 2016/679, of the European Union (hereinafter the “GDPR”). **The eNotice should be read in conjunction with the general Privacy Notice of the Bank.**

For the purposes of the eNotice:

- The term “Electronic Channels” refers to the Bank’s website, online banking and mobile applications,
- Personal data refers to any information about you that establishes or can establish your identity, for example your name and surname, your telephone number, email address.
- Personal data processing refers to any act or series of acts performed on your personal data, including, among other ways, collection, recording, organization, structuring, storage, data search, use, anyway of disposal, erasure or destruction.

#### **1. From which sources is your personal data collected through the Electronic Channels and how are they processed?**

The Bank may collect and further process the following information about you:

- Information that you provide to the Bank when using the Electronic Channels, for example when you fill out a web form.
- Information about your personal computer or mobile device, including your IP address, operating system and browser type, for the improvement of user experience or for analytical purposes.

The Bank may also request your personal data if you experience any technical or other issues when using its Electronic Channels.

#### **2. Cookies**

The Bank places great value on your privacy when using the Electronic Channels. The Bank aims to provide you with clear and explicit information about the technologies used and your choices when it comes to these technologies. If you consent to the use of these technologies, please be sure to allow or enable them using your browser or device settings or the opt-in links identified herein below. In the event you have decided to opt-in, you can always opt-out at any time afterwards.

##### **2.1 What are cookies?**

Cookies are small text files that are sent to and stored on your computer, smartphone or other device. To find out more about cookies, please visit [www.allaboutcookies.org](http://www.allaboutcookies.org)

##### **2.2 Use of cookies**

The Bank, uses cookies for a variety of reasons, such as to let users navigate between pages efficiently, identify the user and carry out other essential security checks, or remember your wish for your browser to be trusted after authentication (myAncoria).

### 2.3 Third party cookies

The Bank also uses the following third party cookies:

- (a) Google Analytics: these cookies help the Bank to analyse how its website is used. This is performed by gathering anonymous data in order to optimise the website and deliver the best possible experience. Further information can be found in the official Google Analytics documentation, [here](#).
- (b) Crashlytics: a service which collects data of users of the myAncoria app on Android or iOS. It collects data on app usage, especially related to system crashes and errors. Thus, information about the device, the app version installed, in addition to other information, can help the Bank to fix bugs, particularly with respect to users' software and hardware. Further relevant information can be found in Crashlytics' privacy policy, [here](#).

### 2.4 Accepting/Rejecting Cookies

You can use the settings within your browser or device to control how cookies work. To find out how to modify cookies, please visit <http://www.allaboutcookies.org/>

You can also use the cookie banner appearing on our website to accept or reject cookies.

### 3. Retention of personal data processed via electronic channels

Any personal data collected and further processed through the Electronic Channels is kept only for as long as necessary for fulfilling the purpose for which it was collected. More specifically:

- A. Website forms: **2 years**
- B. Cookies:

Cookie Name	Platform	Description	Retention Period
_ga	Ancoria Bank Website	Used to distinguish website visitors and generate usage statistics	2 years
_gid	Ancoria Bank Website	Used to distinguish website visitors and generate usage statistics	24 hours
_gat	Ancoria Bank Website	Used to throttle the request rate (limit the percentage of requests)	1 minute
moove_gdpr_popup	Ancoria Bank Website	Used to save your Cookie Setting Preferences	1 year
*	myAncoria (Web)	Used to trust your browser	180 days
Crashlytics	myAncoria (app)	Used for crash reporting	90 days

C. myAncoria: Upon expiration and/or termination of the contractual relationship with you, the Bank will retain your personal data for a period of up to **10 years**.

D. myAncoria: If your on-boarding application is successful, the Bank will retain your personal data for a period of up to **10 years**. In the event that your application is not completed successfully, the Bank will retain your personal data for a period of up to **6 months** from the date you are notified of the rejection of your application or from the time you withdraw your application.

It is noted that the retention of your personal data may be extended in the event of legal proceedings or any investigation by an official or supervisory authority of the Republic of Cyprus or the European Union.

### 4. Links to electronic services of third parties

Some of the links on the Electronic Channels may lead to websites of third parties with their own privacy notices, which may be different to this Notice. Should you choose to follow these links you should read these third party notices carefully in order to be properly informed on the collection and further

processing of your personal data.

#### **5. Amendments to the Privacy Notice for Electronic Channels**

The Bank reserves the right to amend this Notice from time to time by informing you accordingly.

In any case, you are always invited to periodically visit the Bank's website ([www.ancoriabank.com](http://www.ancoriabank.com)) for information on the updated edition of the Notice and/or for any other useful information.

Do not hesitate to contact us via the Bank's Data Protection Officer for anything you may need regarding the present Notice and/or for other issues related to data protection.