

Chatbot privacy statement

In order to enable you to use the Chatbot, Civil Bank Limited process (“Processing” meaning: all possible operations on data, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure, combination, restriction, erasure or destruction) information about you (“Personal Data”) in accordance with the below provisions.

Without the Processing of your Personal Data, you will not be able to access the Chatbot.

Civil Bank Limited is strongly committed to privacy and personal data protection. Civil Bank Limited respect your rights and comply with all of the requirements in respect of the Processing of your Personal Data. This privacy notice explains how Civil Bank Limited processes your Personal Data when you use the Chatbot.

1. Who is involved in the Processing of your Personal Data?

The data controller collecting the data described herein is Civil Bank Limited, Sudhara, Kathmandu, Nepal (“CBL”, “we”, “us”, “our”, “ours”). We are strongly committed to privacy issues, and this privacy statement details our approach on such issues. By using the Chatbot and submitting any personal data, you agree to the use by CBL of such data in accordance with this privacy statement.

Information attained by the Chatbot is used only for the intended purpose stated at the time that the information is collected. CBL makes every practical effort to avoid excessive or irrelevant collection of data. If a visitor believes the site has collected excessive information, we encourage the visitor to contact us to raise any concerns.

2. Which Personal Data will be processed, for what purposes and for how long?

We collect only personally identifiable information that is specifically and voluntarily provided by visitors to the Chatbot. CBL receives limited identifiable information, such as name, title, address, email address, and telephone numbers, from Chatbot users. Typically, identifying information is collected to:

Demographic information, including gender and occupation, is not actively sought, but may be submitted when a user interacts with the Chatbot. It is CBL's policy to limit the information collected to only the minimum information required to complete a user's request.

Our intention is not to seek any sensitive information through the Chatbot unless legally required for recruiting purposes. Sensitive information includes a number of types of data relating to: race or ethnic origin; political opinions; religious or other similar beliefs; trade union membership; physical or mental health; sexual life or criminal record.

We suggest that you do not provide sensitive information of this nature. If you do wish to provide sensitive information for any reason, CBL accepts your explicit consent to use that information in the ways described in this privacy statement or as described at the point where you choose to disclose this information

We will Process your data in order to be able to grant you access to and allow your use of the Chatbot.

3. Security

CBL has implemented generally accepted standards of technology and operational security in order to protect personally identifiable information from loss, misuse, alteration or destruction. Only authorized CBL personnel are provided access to personally identifiable information and these employees have agreed to ensure confidentiality of this information.