



PRIVACY STATEMENT

July 2023

Privacy

National Bank of Egypt (UK) Limited (NBEUK) respects your privacy and is committed to safeguarding your personal data and sensitive personal data, holding it confidentially and securely in accordance with the UK Data Protection Act 2018 (DPA) and the EU General Data Protection Regulation (GDPR) along with similar and applicable laws in other countries around the world. . This Privacy statement ('the Statement') explains the approach taken by NBEUK towards the personal data we collect about you ('Your Information') when you visit this website ('the site') or when you share information/communicate with us via computer, mobile or similar electronic devices.

By using the site and/or providing your information, you consent to:

- (a) Our use of cookies (see our Cookies Statement below).
- (b) The terms of this statement

If you do not consent, then please do not proceed further, and do not provide your personal information.

We may change the content found on the site at any time without notice and consequently our statement may change at any time in the future. If you visit this site regularly your continued access to, or use of, the site represents your agreement to any such changes.

Third Parties

Third parties might research certain usage and activities on the site on our behalf. No personal information about you is shared. However, whilst conducting this research third parties may place a unique 'cookie' on your browser.

Your Information

Even though you are not required to provide us with your information when you use the site, we may receive information from you via email, through online enquiry forms or other methods. We will treat your information as confidential and will ensure good practices to keep it safe in accordance with the relevant data protection regulations.

How we use your information

If you provide your information to us in relation to any products or services offered by NBEUK, we will use your information for the purposes of providing and operating the relevant product or service you request. This includes responding to your emails, letters or for other related purposes such as:

- (a) Updating and enhancing our records about you and understanding your financial needs.
- (b) Crime or Fraud detection, prevention, and prosecution.
- (c) Complying with laws and regulations.
- (d) Planning, conducting, and monitoring NBEUK's business including research and statistical analysis. with the aim of improving the site, products and/or services.
- (e) Handling queries and complaints.

Please ensure that you read the terms and conditions, applicable to our products and services, which are also on our site.

Disclosing your information

When using your information, we may need to disclose it to our agents, advisors and third-party service providers (the 'other parties'). When disclosing information about you we require the other parties to handle your information with the same level of care that we apply and to only use your information according to our instructions.

If the other parties are overseas, your information may be sent to another country, including countries with weaker privacy and data protection laws than in your country of residence. We will not disclose your information to third parties unless we have your permission or we are under a legal or similar obligation, to do so.

Data retention

We hold your personal data only for as long as necessary for the purpose(s) for which it was collected, in line with any legislative, regulatory, or business need. Personal data will be securely disposed of when it is no longer required in accordance with our Record Retention and Archiving Policy. You have the right to request we erase your data, where we do not have any overriding legal, regulatory, or contractual obligations.

We have provided below, examples of the data retention periods applied for different types of personal data.

Type of personal data	Retention Period	Justification
Job applications and interview records	6 months after notifying unsuccessful candidates and up to 6 years after employment has ceased for successful candidates	Business need/best practice
Staff files	Up to 6 years after employment has ceased	Limitation Act 1980
Supplier contracts	6 years from termination (or 12 years from termination if created as a deed or under the company's seal)	Limitation Act 1980

Your legal rights

You have the right to ask us whether we are processing your personal data and the purposes we process it for (the right to be informed) and this is delivered through this Privacy Statement.

You may instruct us to provide you with a copy of any personal data we hold about you as part of a Subject Access Request. The provision of such information will be subject to evidencing your identity. In certain instances, where exemptions exist, we may withhold personal data that you request, and which are permissible by law.

You have the right to rectification and may wish to contact us if the personal data that we hold about you needs to be corrected or updated.

You have the right to ask us to delete your information in certain circumstances (the right of erasure).

In certain circumstances, you have the right to object to us processing your data (the right to object), and the right to request we restrict the processing of your data (the right to restrict processing).

In certain circumstances you may request that information about you is provided to a third party in a commonly used, machine readable format (the right to data portability)

Cookies

NBEUK may gather information about you from other sources. For example, we analyse information regarding your usage of our website, including domain name, the number of hits, the pages visited, previous/subsequent sites visited and length of user session. This information may be gathered by using a cookie.

Cookies are pieces of information that a website transfers to your hard drive to store and sometimes track information about you. Cookies are specific to the server that created them and cannot be accessed by other servers, which means that they cannot be used to track your movements around the web. They contain no name or address information or any information that will enable anyone to contact you via telephone, email, or any other means.

You can choose not to accept any non-essential cookies by altering the settings of your internet browser (refer to your internet browser's help section). This will warn you each time a new cookie is about to be stored on your computer so that you can decide whether to accept or reject it.

Unless you have your browser set to refuse cookies, our system will set cookies when you navigate around the site. Please note that certain parts of our site are reliant on the use of cookies to operate and may not work properly if you set your internet browser to not accept cookies.

By using our site, you consent to our use of cookies. More information about the cookies we use on our website can be found at [Cookies Policy - NBEUK](#)

Data Protection Registration

We are registered as a data controller with the UK Information Commissioner's Office and our data protection registration number is: **Z5658702**

How to contact us

You can contact us as follows: –

Email - infosec_enquiries@nbeuk.com

Web - <https://www.Nbeuk.com>

Telephone - +44(0)20 7389 1272

Data Protection Officer

National Bank of Egypt (UK) Limited
National Bank of Egypt House, 8-9 Stratton Street,
London, W1J 8LF

Making a complaint

If you feel your rights have not been respected, or do not feel a situation was resolved satisfactorily, you have the right to raise a complaint to the UK Information Commissioner.

You can contact them as follows: –

Web: <https://ico.org.uk/make-a-complaint/>

Telephone: +44 (0)303 123 1113

Live Chat: <https://ico.org.uk/global/contact-us/live-chat>

In writing:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF