

1. PRIVACY POLICY

Introduction

We at Laiki Bank (Australia) Ltd (LBA) are committed to protecting the privacy and security of the personal information that you entrust to us. Maintaining your trust and confidence is of the utmost importance in our banking relationship. This policy applies both to current clients of LBA and to applicants for any service, irrespective of whether their application may be accepted or rejected.

2. The purpose of this Privacy Policy is to inform you as to:

- The personal information that is collected from you
- The purpose for which the personal information is held
- Whether the personal information may be shared or used by others in the course of our banking operations
- The manner by which you can complain to us should you feel there has been a breach of the privacy and security of any of personal information that you have given us.

We refer to “personal information” within the text of our policy to mean non-public personal information or financial information that personally identifies you or your account.

3. Personal Information we collect:

We collect personal information in the normal course of our business in order to:

- Assess your application for any credit products or other services that you may request off us.
- Administer and better serve the accounts or credit products that you hold with us
- Comply with any law in force from time to time.

4. The information we collect includes:

Name, address, phone and fax numbers, e-mail, employment, citizenship, date of birth (age), marital status, means of personal identification (i.e. passport, driver’s license, etc) dependents, the purpose of any credit product that you may apply for, assets, liabilities, income and other financial commitments.

LBA will not collect sensitive information about you, such as health information, without your consent.

Once you have opened an account with us, to effectively administer your account and better serve you, we also collect, maintain and monitor details of your transactions and balances of your accounts.

5. Purpose for Holding And Who May Use Your Personal Information:

We use the personal information collected about you for a variety of internal purposes related to the financial products, credit products or services we provide you.

Your personal information may also be used by us to support, promote and realise our transaction relations. Through this we may offer you other products and services that will enhance our relationship with you.

6. Opting out of product promotions

You can opt at any time not to receive any marketing from us about new products. If you do opt out, we will continue to provide information in relation to your existing accounts only, including new features or products related to these accounts.

7. Our other uses of your personal information may include the bank's regular and necessary business functions such as internal audit investigations, performance reporting, research, product development and planning.

8. We may release your personal information about you where there is a duty to without obtaining your prior consent to disclose that information by law or where the interests of the bank require disclosure. We will not sell or disclose your information to any individual or organisation for marketing purposes.

9. We may engage outside individuals or organisations to provide support services for the Bank. In the course of providing the support service they may have access to your personal information. That access is strictly limited to the performance of the support service that we have requested or contracted to be provided. They are not allowed to use your personal information for their own personal or business related purposes.

10. Storage and Security of your Personal Information

We make every effort to maintain administrative, electronic, physical and procedural safeguards to store and protect the confidentiality of your personal information and to ensure it is accurate, current and confidential.

11. Our employees are trained and both our employees and agents are required to safeguard your personal information and can only access your personal information for purposes related to your business with the Bank.

12. Contact us for Accessing and Correcting your personal information held by LBA or for Privacy Complaints Subject to the provisions of the Privacy Act, you may access your personal information at any time by asking to do so at any LBA branch. LBA may charge you a reasonable fee for access.

13. If at any time you believe we have acted in a way that is inconsistent with this policy in the manner by which we dealt with your personal information or if you identify any inaccuracy or need to update or access details of your personal information, please visit your nearest branch and request to speak to an officer responsible for the Privacy Section, or contact the Privacy Section of our Bank on 1300 888 700 or even address your complaint in writing to:

Customer Services - Privacy Section

Laiki Bank (Australia) Ltd

GPO Box 4288

Sydney NSW 2001

14. Transfer of Information Overseas:

We are part of the Marfin Laiki Group operating in a number of countries. The Head Office is based in Cyprus. Laiki is required by Head Office to provide with details of its banking activities in Australia. It will be necessary therefore, in certain cases, to transfer personal information about you to our Head Office or other branches within the Laiki Group. Laiki will do all things necessary to protect the confidentiality of your personal information.

15. Consent:

If you object to our use of your personal information for the purposes set out in this statement, including providing the Marfin Laiki Group with your personal information, then you should not sign any documentation that we have requested of you which includes your personal information. If however you sign such documentation then we shall act on the basis that your signature to such documentation constitutes as explicit consent to our use of your personal information for those purposes.

16. If you give LBA personal information about someone else, please show them a copy of this clause so that they may understand the manner in which their personal information may be used or disclosed by LBA in connection with your dealings with LBA.

17. Absence of relevant personal information

Should you decline to provide us with the information requested, we would not be in a position to assist you with our banking services. Laiki reserves the right to refuse to provide you with banking services if you have not provided the required information.

Laiki Bank (Australia) Ltd