



Wio Privacy Policy

Effective July 2024

Wio Bank PJSC (Wio) is dedicated to protecting your data according to applicable data protection laws and regulations.

This Privacy Policy describes how Wio collects, uses, stores, shares or processes your personal data when you apply for or use our products or services, including any Wio app.

With 'Customer's Data' we mean all information you provide to Wio to collect and process. Personal Data is any information that can identify you, directly or indirectly, including information collected from third parties and from any Wio App, cookies, or other similar technologies.

This Privacy Policy is applicable to Wio Bank PJSC. By opening a brokerage account with Wio Securities LLC, you consent that Wio Bank PJSC can share your Personal Data with Wio Securities LLC.

Personal Data

The Personal Data Wio collects or processes about you may include:

- **Identifying information** including your name, date of birth, place of birth, nationality, country of residence, tax residency country, passport number, residency permit details, tax identification details, passport details, and photo;
- **Our interactions with you** including e-mails sent and received in our official communication channels, any records of Wio App transactions, WhatsApp communications, phone calls between you and Wio, and logs of related information including your phone number, time and date of calls and messages, duration of calls, routing information, and types of calls;
- **Contact information** including postal address, telephone number, email address and mobile number;
- **Family information** including marital status and details of any dependants;
- **Financial information** including information about your financial circumstances and source of wealth, details of personal assets, bank account numbers, spending, income and credit bureau reports from relevant authorities;

- **Professional information** including details of your employer, your education and career history, and business interests;

Processing Your Personal Data

Wio may process your Personal Data for the following purposes:

- Conducting market research and surveys to improve our products and services.
- Marketing and promotions, done with or without the support of third parties engaged by Wio.
- Preventing, detecting, investigating and prosecuting crimes (including but not limited to money laundering, terrorism, fraud and other financial crimes) in any jurisdiction, identity verification, government sanctions screening and due diligence checks.
- Complying with applicable local or foreign law, regulation, policy, voluntary codes, directive, judgement or court order, as well as any request by any authority, regulator or enforcement agency or body.
- Establishing, exercising or defending legal rights in connection with legal proceedings (including any prospective legal proceedings) and seeking professional or legal advice in relation to such legal proceedings.

Access to Your Personal Data

Your Personal Data **will always be kept confidential and only accessed when necessary or required by law. It may be accessed by** our employees, service providers, other financial institutions involved in providing our products and our services to you, regulatory and governmental authorities and our professional advisors.

Consent

To use Wio's services, products, or apps, your Personal Data is necessary. By requesting to bank with Wio, you consent to Wio processing your Personal Data according to this Privacy Policy.

If you don't provide your Personal Data, Wio may not be able to comply with its legal or regulatory obligations or to provide you with the requested products and services.

Wio processes your Personal Data to:

- a) fulfil banking contracts with you as either an individual client or a representative of a corporate client;
- b) comply with applicable legal or regulatory obligations;
- c) provide you with quality products and services and to prevent excessive risk.

You have the right to withdraw your consent to the use of your Personal Data at any time through the methods provided Wio. This will take effect within 30 days from the receipt of your request. This won't affect the lawfulness of any Personal Data processing done before your withdrawal (for example, if a credit check is done at the start of your contract) or any processing related to Wio's business operations.

The withdrawal of your consent:

- a) doesn't mean your Personal Data will be deleted, since Wio must keep this data to comply with applicable laws and regulations, and
- b) This may interrupt our services if it affects a mandatory activity.

Retention of Your Personal Information

Wio will keep your Personal Data for the minimum period required by the regulations of the Central Bank of the UAE and the UAE Securities and Commodities Authority. This period may vary and is subject to changes issued by any of the authorities regulating our activities.

After this period, your Personal Data will be deleted or securely archived to comply with legal obligations or applicable statutory limitation periods.

Monitoring

As permitted by law, we may record and monitor your communications with us, including phone calls, to ensure compliance with our legal and regulatory obligations, along with our internal policies.

Your Rights

Subject to applicable law, regulations and/or banking industry guidelines, you may be entitled to certain rights regarding your Personal Data processed by Wio.

These rights may include:

- **Right of Access.** You have the right to obtain from us confirmation as to whether or not Personal Data concerning you is being processed, and, where that is the case, ask Wio for copies of your Data. For any further copies requested, we may charge a reasonable fee based on administrative costs. You can find more information on our Fees section in our website.
- **Right to Rectification.** You have the right to ask Wio to rectify inaccurate Personal Data about to you.

- **Right to Request deletion.** You can ask for your Personal Data to be deleted if:
 - a) it's no longer needed for Wio's operations, including providing you with financial services or products, or
 - b) You withdraw your consent, andthere's no other reason to keep processing your data.
This is subject to mandatory data retention periods
- **Right to Restriction of Processing.** You have the right to ask Wio to restrict the processing of your Personal Data if:
 - ◆ The Data is inaccurate (restriction will apply while Wio verifies your data) or its processing is unlawful;
 - ◆ Wio no longer needs the Personal Data for the purposes of the processing, but you need it for legal claims;
 - ◆ you object to the processing until Wio verifies if their reasons for processing override yours
- **Right to Transfer Data.** Wio has the right to transfer your Personal Data to another financial institution or financial service provider, upon your request and where the processing is based on your consent. For some products, Wio may ask for your consent to transfer Data.
- **Right to Object to the Processing.** You have the right to object, on grounds relating to your particular situation, at any time to processing of your Personal Data. Wio shall no longer process such Personal Data except where it's required for business operations related to the products or services offered to you.

This won't affect the lawfulness of any Personal Data processing done before your withdrawal (for example, if a credit check is done at the start of your contract) or any processing related to Wio's business operations.

You can object to the processing of your data for direct marketing purposes.

To ask about your data subject rights, please contact Wio Customer Care Team.

Security

The security and confidentiality of your Personal Data is a priority for Wio. When using external service providers acting as processors, Wio requires that they meet the **same standards as Wio in compliance with local and international regulations**. Regardless of where your Personal Data is transferred or stored, we take all steps necessary to ensure that your data is kept safe.

Social Media

Wio has social media accounts to inform and promote services to customers and the general public. Wio monitors and records comments and posts about Wio on these channels to improve products and services.

You shouldn't share the following types of information with Wio through social media channels:

- **Personal Data**, including any information regarding your financial situation, bank account details, transactions, etc.;
- **Sensitive Personal Data** including racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, biometric data for unique identification, health data, sex life or sexual orientation, criminal convictions, offences and national identification number;
- **excessive, inappropriate, offensive or insulting information** towards individuals or Wio.

Wio isn't liable for any information posted on those channels other than the information posted by the account manager.