



PRIVACY POLICY

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Citystate Savings Bank is accountable for the personal information entrusted to us. We comply with the Data Privacy Act 2012 for your privacy protection. We do not disclose any information provided to us unless required by law.

We collect, process, and use personal information on our websites in order to offer you even better products and services, best adapt our business processes to our clients' needs, and steer you to the most suitable product information.

The information collected will only be retained for as long as necessary to fulfill the purpose for which it was collected. It will be transferred to the responsible CSBI division. Banking secrecy as well as confidentiality are maintained. Your information is used to exclusively fulfill the purpose for which it is collected, subject further to the provisions of RA 1405, Bank Secrecy Law.

YOU CAN HELP US BY:

Protecting your information. We suggest you ensure that your account details, PINs, username and password are not disclosed to others nor written somewhere where it will be accessible to others. We also encourage the use of strong passwords and to change them regularly as well.

Using secure means to communicate with us. You can contact us through our branches, trunk line & e-mail. We assure that the information provided through these channels is protected by the security of our systems.

Reporting any data breach. If you think that your personal data was mishandled in terms of confidentiality or integrity, or if someone tampered with your personal data without your consent, please do not hesitate to contact our Data Privacy Office through the following:

Data Privacy Office
2F Citystate Centre Bldg
709 Shaw Boulevard, Pasig City
Telephone Number: 63-2-46703333 loc 219
E-mail Address: csbi_dpo@citystatesavings.com

Due to the rapidly evolving changes in banking and technology, we may update this Policy Statement and all revisions will be posted on this site.