

Mobile Banking Privacy Policy

PT Bank China Construction Bank Indonesia Tbk (“CCB Indonesia”) implements best policies and practices to safeguard and protect the privacy and security of Customers’ personal data in accordance with applicable laws and regulations, including provisions on personal data protection.

The security, convenience, and privacy of Customers are top priorities for CCB Indonesia.

In this Privacy Policy, the terms “We” and “CCB Indonesia” refer to PT Bank China Construction Bank Indonesia Tbk.

CCB Indonesia recognizes that personal data is an important asset for Customers. Therefore, CCB Indonesia respects and protects the confidentiality of Customers’ personal data obtained in connection with the use of CCB Indonesia’s Mobile Banking products and/or services.

The following are the policies and practices implemented by CCB Indonesia as a commitment to safeguarding Customer privacy when using CCB Indonesia Mobile Banking:

- CCB Indonesia collects, uses, stores, and discloses Customers’ personal data solely for the purpose of providing banking services and in accordance with Customer consent and applicable laws and regulations.
- CCB Indonesia will not sell or exchange Customers’ personal data to any other parties.
- In the use of Mobile Banking, CCB Indonesia applies application security mechanisms, including login sessions and other temporary security technologies, to ensure secure Customer access, which will automatically end when the Customer logs out, closes the application, or when the session expires.
- All banking transactions and Customer account information are kept confidential and protected in accordance with applicable laws in Indonesia and CCB Indonesia’s internal policies.
- CCB Indonesia shall not be responsible for any risks arising from the Customer’s negligence or intentional acts in safeguarding the confidentiality of User ID, Password, Mobile PIN, and/or other security credentials.

CCB Indonesia continuously enhances and updates its Mobile Banking system to maintain security and protect Customers’ personal data.

If Customers require further information, they may contact the nearest CCB Indonesia Branch or the e-Channel Operation Help Desk at (021) 5663809 – (021) 5668292.