



## **Privacy Policy**

Philippine National Bank (PNB) is committed to provide you with wide range of banking products and services and ensures the confidentiality and security of your transactions. We recognize the importance of protecting your privacy. Trust is vital to our business.

Unless required by Law, we will not disclose any information you provide us thru our website without your permission.

### **Information Gathering**

PNB collects information from our website visitors for analytics purposes. These are non-identifiable information to preserve the identity of everyone that visits [www.pnb.com.ph](http://www.pnb.com.ph). We ensure that we abide by the regulatory requirement on Consumer Protection that covers Customer Privacy and Confidentiality among others.

### **Web Browser Cookies**

The website may use “cookies” to determine if a user is a first-time visitor of the website or a returning visitor. A user may prohibit the storage of cookies by setting it in his/her web browser.

### **Information Security**

PNB ensures that all information received by us are protected and handled appropriately by concerned Bank personnel. The Bank has invested on several technologies to ensure that we protect every customer’s information.

### **E-mail Security**

We preserve the content of your e-mail, your e-mail address and our response so that we can more efficiently handle any follow-up questions you may have. We treat information submitted to us by e-mail as confidential and use it only for appropriate business purposes.

PNB is continually implementing measures to ensure the privacy and security of your transactions.

Due to rampant cyber crimes committed via email, we encourage our clients / website visitors to visit our Banking Security Reminders on Phishing Attacks [http://www.pnb.com.ph/images/stories/docs/phishing\\_final.jpg](http://www.pnb.com.ph/images/stories/docs/phishing_final.jpg).

### **Internet Banking Security**

The Bank provides assurance on the proper handling of information provided by / to clients thru its Internet Banking Users. We are using security measures (logical / authentication & physical) to protect the interest of both the Bank and its clients. To view the Privacy Policy for our Internet Banking users, please visit <https://portal.pnb.com.ph/pnbonline>.

### **Customer Responsibility**

We believe that the Bank cannot do the protection of customer information alone. We trust that while we do all means to protect your information, you also ensure that you do your share in protecting the same. We have posted several Security Awareness advisories in our website for your reference/guidance.