

Privacy and Cookie Policy - EN

General Principles

Hellenic Bank (hereafter “the Bank”) is committed to process all customer personal data confidentially and securely. All customer personal data will be used only for the purposes described in the [Terms and Conditions](#)

The Bank assures the Customer that the information will not be disclosed to third parties outside the Bank, except in the following cases:

- (a) When disclosure is made further to the Customer’s request or consent,
- (b) When disclosure is required by any Law or by a Court Order,
- (c) When disclosure is made in Court proceedings between the Bank and the Customer,
- (d) When disclosure is necessary for reasons of public interest or for the protection of the interests of the Bank,
- (e) Where the disclosure is made to:
 - (i) Persons that deal with repairing, maintaining, extending or amending the computer systems of the Bank,
 - (ii) To external partners for archival purposes and mission statements and correspondence,
 - (iii) External auditors/consultants of the Bank, for the purposes referred to in this Basic Terms,
 - (iv) To companies/organizations that provide credit rating services and/or collect and supply information related to the economic behavior of persons, natural or legal, for the protection of commercial credit and the consolidation of trade (credit reference agencies), including the Artemis Banking Information Systems Ltd. It is understood that in such cases the companies/organisations referred to in this paragraph, including Artemis Banking Information Systems Ltd., will provide a written commitment to preserve the confidentiality of any information/data they may receive from the Bank.
- (f) Where the disclosure is made for the purpose and operation of the Central Information Registry.
- (g) When the Bank shall in accordance with a Directive of the Central Bank of Cyprus shall record the personal data of the Customer, the Customer’s guarantor data and those persons related to him, as well as information related to his economic behavior in systems/data interchange mechanisms.

It is understood that in all of the above cases the Bank will ensure, where possible, with a written undertaking from the aforementioned persons and organizations, to keep any information or matters concerning the Customer that they receive from the Bank secure and confidential.

The Bank is further authorized to request and receive from and/or exchange with other companies of the Hellenic Bank Group Customer’s personal data, provided that:

- (i) They are taken or given by the Bank for the purposes set out in the Basic Terms and
- (ii) They are received and held legally by the companies of Hellenic Bank Group with the knowledge and consent of the Customer.

The Customer has the right, after sending a written notice to the Bank and paying the relevant fee, to request from the Data Controller information concerning the processing of his personal data and the correction of any incorrect information relating to him.

Information we collect

The effective operation of the Web Banking requires that the following information is collected and processed by the Bank:

- a) Username and password for identification and verification purposes
- b) Financial and payment information
- c) Email and mobile phone data for alerting purposes

Information Retention

The Bank retains information collected about the Customers for as long as permitted for legitimate business and regulatory purposes.

Cookie Policy:

Cookies are small text files which are stored on your device when you visit the Bank's Website. Our website uses four types of cookies without storing any personal identifiable information as part of this process. These cookies are not used for any purpose other than those described below.

Functionality Cookies to distinguish you from other users of the website and enhance your navigation experience by remembering your preferences and displaying relevant content.

Authentication Cookie when you toggle the remember username option. You can disable the remember username option to refuse persistent cookies.

Analytical Cookies to evaluate how our website is used and optimize the online user experience. They allow us to recognize and count the number of visitors and to see how visitors move around the site when they're using it. This helps us to improve the way our website works by making sure users are finding what they need easily.

DoubleClick cookies serve purposes such as measuring interactions with the ads on the website and prevent the same ads from being shown to visitors too many times.

Enabling these cookies is not strictly necessary for the website to work but it will provide you with a better browsing experience. If you choose to use our Website without blocking or disabling cookies, you indicate your consent to our use of these cookies. If you do not consent to the use of these technologies, please be sure to block or disable them following the instructions provided by your browser. To opt-out of analysis by Google Analytics on our website, please visit <http://tools.google.com/dlpage/gaoptout>. If you want to permanently opt out of the DoubleClick cookie, you can install the [DoubleClick opt out extension](#).