

# Privacy Policy

Your safety, comfort, and privacy are a priority for us. Therefore, PT Bank Resona Perdania implements a policy that aims to maintain the privacy and security of your Personal Data following the applicable laws and regulations in connection with the use of banking products and services through the PT Bank Resona Perdania Account or Website ("Security Policy").

## 1. Definition

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In this Privacy Security Policy what is meant by:

- **Account** means an individual account created for you to access our Services or any part of our Services.
  - **Company** (or "We" in this policy) refers to PT Bank Resona Perdania domiciled in Central Jakarta and headquartered at Wisma GKBI, Suite UG02, 2501 & 2701, Jl. Gen. Sudirman No. 28, Bendungan Hilir, Tanah Abang, Central Jakarta 10210.
  - **Cookies** are small files placed on your computer, smartphone, or any other device from a website, containing details of your browsing history on that website among its many uses.
  - **Country** refers to the Republic of Indonesia
  - **Device** means any device that can access the Service, such as a computer, smart cell phone, or digital tablet.
  - **Personal Data** is any information relating to an identified or identifiable individual.
  - **Service** is a website provided by PT Bank Resona Perdania.
  - **Service Provider** means any person or legal entity that processes data on behalf of the company. It refers to a third-party company or individual employed by the company to facilitate the Service, provide the Service on behalf of the company, perform services related to the Service, or assist the company in analyzing how the Service is used.
  - **Usage Data** refers to data that is automatically collected, either generated by the use of the Service or from the Service's infrastructure (e.g., duration of page visits).
  - **Website** refers to PT Bank Resona Perdania's website, which can be accessed through [www.perdania.co.id](http://www.perdania.co.id)
  - **You** mean the individual who accesses or uses the Service, the company, or other legal entity that accesses or uses the Service.
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## 2. Collecting and Using Your Personal Data

### 2.1. Types of Data Collected

When using the Service, we may ask you to provide certain personally identifiable information that can be used to contact or identify you. Identifiable information may include your Personal Data.

## 2.2. Usage Data

Usage Data has collected automatically when using the Service.

Usage Data may include information such as your Device Internet Protocol address (e.g., IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, time spent on those pages, unique device identifiers and other diagnostic data.

When you access the Service by or through a mobile device, We may collect certain information automatically, including, but not limited to, the type of mobile device you are using, your mobile device's unique ID, your mobile device's IP address, your mobile device's operating system, the type of mobile Internet browser you use, unique device identifiers, and other diagnostic data.

We may also collect information that your browser sends each time you visit our Service or access the Service with or through a mobile device.

## 2.3. Tracking Technologies and Cookies

We use cookies and similar tracking technologies to track the activity on Our Service and store certain information. Tracking technologies used are beacons, tags, and scripts to collect and track information and improve and analyze Our Service. The technologies We use may include:

- **Cookies or Browser Cookies.** A cookie is a small file placed on Your Device. You can instruct Your browser to refuse all Cookies or indicate when a cookie is being sent. However, if You do not accept Cookies, you may not be able to use some parts of our Service. Unless you have adjusted Your browser setting to refuse cookies, our Service may use Cookies.

Cookies can be "Persistent" or "Cookies." Persistent Cookies remain on Your personal computer or mobile device when You go offline. At the same time, Session Cookies are deleted as soon as You close Your web browser.

We use both Sessions and Persistent Cookies for the purposes set out below:

- **Necessary / Essential Cookies**

Type: Session Cookies

Administered by: Us

**Purpose:** These cookies are essential to provide You with services available through the Website and enable You to use some of its features. They help to authenticate users and prevent fraudulent use of user accounts. Without these Cookies, the services you have asked for cannot be provided, and We only use these Cookies to offer you those services.

## 2.4. Use of Your Personal Data

The Personal Data Information and other information that you provide and where relevant, including additional information that you further provide, can be used by the Company for the following purposes:

- To provide and maintain our Services, including monitoring the use of our Services.

- To manage your Account: to manage your registration as a service user. The Personal Data you provide may provide you with access to various functions of the service available to you as a registered user.
- For contract performance: development, compliance, and execution of purchase contracts for products, items, or services that You have purchased or other contracts with Us through the Services.
- To contact you: by email, phone call, short message service (SMS), or another equivalent form of electronic communication, such as mobile application push notifications of updates or informative communications related to the contracted function, product, or service, including security updates.
- To provide you with the news: special offers and information about services, unless you have chosen not to receive such information.
- To manage your requests: to manage your requests to us.
- For other purposes: We may use your information for other purposes, such as analyzing data, identifying usage trends, determining the effectiveness of our promotions, and evaluating and improving the Services, products, services, marketing, and your experience.

You understand and agree that We may be able to disclose and share your Data with the following parties:

- With Service Providers: We may share your personal information with Service Providers to monitor and analyze your use of Our Service to contact you.
- For Business Transfers: We may share or transfer your Personal Data information in connection with, or during the negotiation, merger, sale of company assets, financing, or acquisition of all or part of Our business to another company.
- With Affiliates: We may share your information with Our affiliates, in which case we will ask the affiliates to comply with this Privacy Policy. Affiliates include our parent company and other subsidiaries, joint venture partners, or other companies that we control or are under common control.
- With Business Partners: We may share your information with Our business partners to offer you certain products, services, or promotions.
- With Other Users: when you share personal information or interact in public areas, the information is visible to all users and may be publicly distributed outside.
- By Order of Law Enforcement Officials or Government Agencies authorized under the provisions of laws and regulations: We may also disclose your Personal Data information if legally required or necessary to comply with the provisions of laws and regulations and the government or in the event of a dispute or any form of legal process related to the service including to conduct a search or confiscation of your data that is stored electronically on our servers.
- With your consent: We may disclose your Personal Data information for any other purpose with your consent

## 2.5. Retention of Your Personal Data

The Company will retain your Personal Data only for as long as necessary for the purposes set out in this Privacy Security Policy. We will retain and use your Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable law), resolve disputes, and enforce our legal agreements and policies.

The Company will also retain Usage Data for internal analysis purposes. Usage Data is generally stored for a shorter period unless this data is used to strengthen the security or improve the functionality of Our Services. We are legally obligated to retain this data for a more extended period.

## 2.6. Transfer of Your Personal Data

Your information, including Personal Data, is processed in the Company's operational offices and in other places where the parties involved in the processing are located. This means that this information may be transferred and maintained on computers outside Indonesia or other governmental jurisdictions where data protection laws differ from yours.

Your consent to this Privacy Security Policy followed by the submission of your Personal Data for that information constitutes your consent to such transfer.

The Company will take all steps reasonably necessary to ensure that your Personal Data is treated securely and follows this Privacy Security Policy. No transfer of your Personal Data will take place to any organization or country unless there are adequate controls, including the security of your data and information. Other personal.

## 2.7. Security of Your Personal Data

The security of Your Personal Data is important to Us but remember that no method of transmission over the Internet or electronic storage is 100% secure. While We strive to use commercially acceptable means to protect Your Personal Data, we cannot guarantee its absolute security.

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## Links to Other Websites

Our Service may contain links to other websites not operated by Us. If You click on a third-party link, you will be directed to that third party's site. We strongly advise You to review the Privacy Policy of every site You visit. We have no control over and responsibility for any third-party sites or services' content, privacy policies, or practices.

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## Contact Us

If you have any questions about this Privacy Policy, you can contact us:

By visiting this page on our website: [www.perdania.co.id](http://www.perdania.co.id)

By phone number: (021) 570 1958 ext. 5418