

# Privacy Notice Overview

PUBLIC

# Privacy Notice

## Overview

### How we collect and use your information

This is an overview of:

- the types of information we collect about you
- how we collect and use it
- who we might share it with
- the steps we'll take to make sure it stays private and secure
- your rights to your information.

### More information

For more details about anything covered in this overview, please see our full Privacy Notice. You can view or download a copy by visiting [hsbc.com.lk](https://www.hsbc.com.lk)

### Who we are

When we say 'we', we mean The Hongkong and Shanghai Banking Corporation Limited ("HSBC"), Sri Lanka branch who act as a data controller in respect of your personal data..

"HSBC Group" means HSBC Holdings plc, and/or any of, its affiliates, subsidiaries, associated entities and any of their branches and offices, and "any member of the HSBC Group" has the same meaning.

### The information we collect

We collect information about you from different places including:

- directly from you
- from a third party acting on your behalf e.g. an intermediary or broker
- from other HSBC companies
- from publicly available sources
- when we generate it ourselves
- from other organisations.

We'll only collect your information in line with relevant regulations and law and this may relate to any of our products or services you apply for, currently hold or have held in the past.

You're responsible for making sure you give us accurate and up to date information. If you provide information for another person on your account, you'll need to tell them how to find the Privacy Notice and make sure they agree to us using their information for the purposes set out in it.

**How we'll use your information** We'll use it to provide any products and services you've requested and other purposes e.g.:

- to confirm your identity and address
- to understand how you use your accounts
- to carry out your instructions
- to improve our products and services
- to advertise to you and others

- to offer you other services we believe may benefit you unless you ask us not to.

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We'll only use your information where we're allowed to by law e.g. carrying out an agreement we have with you, fulfilling a legal obligation, because we have a legitimate business interest or where you agree to it.

We may use automated systems to help us make credit decisions as well as carrying out fraud and money laundering checks.

### **Who we can share your information with**

We use service providers who process your data on our behalf. We may share your information with other companies we work in partnership with and other HSBC Group members. We may also share your information with others outside of the HSBC Group e.g. local regulators, insurers, other banks, brokers, agents acting on your behalf as well as credit reference and fraud prevention agencies.

### **How long we'll keep your information**

We'll keep your information for as long as you have a relationship with us. After it ends we'll keep it where we may need it for our legitimate purposes e.g. to help us respond to queries or complaints, or for other reasons e.g. fighting fraud and financial crime, and responding to requests from regulators.

### **Transferring your information overseas**

Your information may be transferred and stored in countries outside Sri Lanka , including some that may not have laws that provide the same level of protection for

personal information. When we do this, we'll ensure it has an appropriate level of protection.

**Marketing**

We may use your information to provide you with details about HSBC products and services, and also products and services from our partners and other relevant third parties. We may share your information with our advertising partners and social media platforms for this purpose. We may send you marketing messages by post, email, telephone, text, secure messages or through social media. You can change your mind on how you receive marketing messages or choose to stop receiving them at any time. To make that change, please contact us in the usual way.

**Your rights**

You have a number of rights relating to your information e.g. to see what we hold, to ask us to share it with another party, ask us to update incorrect or incomplete details, to object to or restrict processing of it, to make a complaint etc.

# Accessibility

To find out more about our accessible services please visit [hsbc.com.lk](https://www.hsbc.com.lk) or ask at any of our branches.

**HSBC Sri Lanka is a branch office of THE HONGKONG AND SHANGHAI BANKING CORPORATION LIMITED** a Banking Corporation duly incorporated in and under the laws of Hong Kong SAR having its Registered Office at No.01, Queen's Road Central, Hong Kong and regulated by the Central Bank of Sri Lanka

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**Issued by** The Hongkong and Shanghai Banking Corporation Limited, Sri Lanka Branch  
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