



MOBILE APPLICATION PRIVACY NOTICE

Purpose

Sanasa Development Bank PLC is committed to protecting your privacy. This Notice explains how we collect, use, and protect your personal data when you use our mobile application. Through this Notice, we reiterate our commitment to safeguarding customer information and complying with the Sri Lankan Personal Data Protection Act No. 9 of 2022 (PDPA).

Who We Are

Sanasa Development Bank PLC (“SDB bank”, “we”, “our”, “us”) is a licensed specialised bank in Sri Lanka that offers customers with a range of competitive financial products and services. We support the national development of Sri Lanka through greater financial inclusion by nurturing SMEs and supporting progressive entrepreneurs through innovation, particularly in rural areas. SDB bank assumes the role of “controller” and “processor” in relation to personal data.

What We Collect

When you use the SDB bank’s mobile app, we may collect:

- Personal details (e.g., name, NIC/passport, contact information)
- Login and authentication data
- Transaction data (e.g., account activity, loan payments)
- Device and usage data (e.g., device ID, IP address, mobile OS, app version)
- Location data (only if required and explicitly permitted by you)



Why We Collect It

We process your data for the following purposes:

- To provide access to your financial accounts and services
- To process transactions and service requests
- To enhance app security and prevent fraud
- To improve functionality and user experience
- To comply with legal and regulatory obligations

SDB bank processes any personal data through the Mobile Banking App primarily for the performance of our contract with you. This allows us to provide you with secure banking services, meet legal requirements, prevent fraud, and improve your experience. In some cases, we may also ask for your consent to proceed.

How We Use and Share Your Data

- Data is securely stored and processed within SDB bank systems or trusted third-party providers
- We may share data with regulators, law enforcement, or service providers where necessary and lawful
- We do not sell or share your personal data for unrelated third-party marketing

Your Rights under the PDPA

You have the right to access your personal data, correct or delete inaccurate data, and restrict or object to the processing of your personal data under the Sri Lankan PDPA. You may also withdraw your consent for optional data collection at any time.

Need Help or Have Questions?

For any requests to exercise your rights under the Personal Data Protection Act, or for questions and concerns regarding this Mobile Application Privacy Notice, you may contact our Data Protection Officer at: dpo@sdb.lk.

View our full Privacy Policy here: <https://www.sdb.lk>

Classification: Public



To file a complaint, you may reach SDB bank's call center at 011 5 411 411, the Head Office - Customer Complaint Handling Unit at 011 4 079 405, or contact the Central Complaints Handling Officer via email at headfcp@sdb.lk.

For more information on the Complaint Handling Process, please visit our bank's website at <https://www.sdb.lk>.