



PRIVACY NOTICE

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.

Your trust is built on how we protect your data. This Privacy Notice applies to the personal data that we collect and handle, and ensures transparency about how we collect, use and process and store your information. By submitting your personal data to SDB bank, you acknowledge and consent to the collection, use, processing, and storage of your information in accordance with applicable data protection laws, including the Sri Lankan Personal Data Protection Act No.09 of 2022 (PDPA). Our goal is to be open and transparent, so you can feel confident every time you interact with us.

We collect and process your personal data strictly for purposes such as:

- Providing you with financial products and services;
- Managing your relationship with us, including responding to your inquiries and requests;
- Conducting risk assessments, regulatory reporting, and compliance checks;
- Improving our services through data analytics;
- Supporting core business functions, including service delivery, internal operations, compliance, and strategic planning;
- Sending you service updates, marketing communications, or promotional offers (subject to your right to opt-out);
- Meeting obligations under applicable laws and regulations.

We do not sell or otherwise disclose your personal data collected, except as described in this Privacy Notice. Your personal data may be shared with trusted third parties such as service providers, partners, and regulators – only where necessary and under strict confidentiality and security requirements. SDB bank remains responsible and



accountable for protecting your personal data, including in extraordinary cases where there may be misuse of data by third parties.

The Bank remains responsible and accountable for protecting personal data, including in cases where data is processed by trusted third parties.

In line with the Sri Lankan PDPA and the Financial Consumer Protection Regulation (2023), you have the right to access and erase your personal data, correct or delete inaccurate data, restrict or object, and withdraw your consent to the processing of your personal data, subject to the applicable law.

This Privacy Notice will be reviewed annually and may be amended from time to time upon our discretion.

For more details on how we protect your privacy and your rights under the PDPA, please review our full Privacy Policy here: <https://www.sdb.lk>. For any requests to exercise your rights under the Personal Data Protection Act, you may contact our **Data Protection Officer** at: dpo@sdb.lk.

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>.