6070
www.bnb.bt
Thimphu, Bhutan

INTERNET BANKING CHANGE REQUEST FORM

Please complete in CAPITAL LETTERS and ☑ the appropriate boxes. All the fields **marked *** are mandatory.

Date: D D / M M / Y Y Y Y

To

The Branch Manager

.....

Name:	CID No.
User ID:	
Account Number 1	
Account Number 2	
Account Number 3	
Email:	Mobile No.:

Action requested (Please tick)

- ☐ Password reset
- ☐ User de-activation
- ☐ Forgot user ID
- ☐ User unblock
- ☐ Email update
- ☐ Secondary account
- ☐ User activation
- ☐ Terminate user

(Signature of the Applicant)

Version No. ***1.1*** | *Release Date:* ***March, 2024***

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PRIVACY POLICY

BNB-PO-002-Privacy-Policy

1. The Bhutan National Bank gathers personal information (PII) from customers and employees for various purposes, such as account opening, loan approval, identity verification, customer response, and product or service updates.
2. The bank does not disclose customer and employee personal information (PII) with third parties or transborder sharing. However, it may share data with regulators, governments, and law enforcement agencies. Other entities may share PII data, and the bank must comply with applicable laws and guidelines.
3. The bank takes steps to protect personal details against unauthorized disclosure.
4. Our website and other online platforms use cookies and related technologies to track visitor information, make the platform easier, tailor products and services, collect user data, and analyze server logs. Some cookies are from third-party companies for web analytics and intelligence.
5. The bank protects personal data by preventing unauthorized access, but cannot guarantee data security or website entry. Users should use secure online platforms, passwords, and secure browsers, and report any unauthorized use to the bank immediately.
6. Our website may link to third-party websites, but we are not responsible for their privacy practices and encourage users to learn about their policies, even if co-branded with our logo or trademark.
7. The policy and website use are governed by Bhutanese laws and bank regulations, with the bank acting as a Data Controller, ensuring consent before access
8. Bank upholds privacy by providing various rights such as access, consent withdrawal, objecting to data processing, rectification, erasure, data portability, processing restriction, automated decisionmaking protection, and complaint lodgment.
9. Our office securely stores personal information for at least 10 years, with the information destroyed after. We do not share, sell, or rent PII, but may store it with third parties. Third parties must respect data security and treat it lawfully.
10. The detailed Policy can be found from BNBL website (privacy_policy.pdf (bnb.bt)

I .....hereby confirm that I have read privacy policy of Bhutan National Bank Limited.

Signature of the applicant.

Version No. ***1.0*** | *Release Date:* ***01/06/2023***