



VFD MICROFINANCE BANK LTD

DATA PROCESSING NOTICE

Welcome to **VFD Microfinance Bank Limited's(VFD MFB)** Data Processing Notice.

This Data Processing Notice provides information on how VFD MFB collects and processes your information known as "Personal Data" when you visit our website or the VBank mobile banking application (**V**) (the **Platforms**). Your Personal Data includes, but is not limited to your name, address, a photo, an email address, bank details, posts and other activity on social networking websites, medical information, and other unique identifiers such as but not limited to MAC address, IP address, IMEI number, IMSI number, SIM and others.

It is important that you read this Data Processing Notice together with our Privacy Policy which contains more detailed information about our data processing and can be accessed [here](#)

1. **IMPORTANT INFORMATION AND WHO WE ARE**

VFD MFB is the controller and is responsible for your Personal Data.

VFD MFB is a financial services institution operating in the microfinance banking sector. VFD MFB offers a host of financial services including virtual banking services through V.

VFD MFB is the controller responsible for the Platforms.



We have appointed a Data Protection Compliance Organisation (DPCO). If you have any questions about this Data Processing Notice or our data protection practices please contact the DPCO.

CONTACT DETAILS

Our full details are:

Full name of legal entity: VFD Microfinance Bank Limited

Name or title of DPCO:

Email address:

Postal address:

Telephone number:

2. THE DATA WE COLLECT ABOUT YOU

You have choices about the data we collect. When you are asked to provide Personal Data, you may decline.

We may collect, use, store and transfer different kinds of Personal Data about you including:

2.1. Identity Data.

2.2. Contact Data.



- 2.3. Financial Data.
- 2.4. Transaction Data.
- 2.5. Technical Data.
- 2.6. Profile Data.
- 2.7. Usage Data.
- 2.8. Marketing and Communications Data.

We explain these categories of data [here](#)

We use different methods to collect data about you, which are fully explained here <https://vbank.ng/mobile-app-privacy-policy/>

Information you provide us

This is information about you that you give us by filling in our forms or by corresponding with us by phone, email, the Platforms live chat or otherwise.

Information collected via website activity

We may also automatically collect device and usage data when you interact with our websites.

Information collected via mobile devices

In connection with our mobile applications, we may use third-party service providers to analyse non-personally identifiable user activity to fix errors, monitor usage, and improve the performance of our mobile applications.



3. HOW WE USE YOUR PERSONAL DATA

We will only use your Personal Data for the purpose for which we collected it which include the following:

- 3.1. To register you as a new customer.
- 3.2. To process and deliver your order/request.
- 3.3. To manage your relationship with us.
- 3.4. To implement payment transactions.
- 3.5. To personalise your user experience.
- 3.6. To enable you to participate in a prize draw, competition or complete a survey.
- 3.7. To improve our website, products/services, marketing or customer relationships.
- 3.8. To recommend products or services which may be of interest to you.

4. HOW WE SHARE YOUR PERSONAL DATA

Data may be disclosed to the authorities, companies that are a part of the same group as VFD MFB and to external third parties within the limits permitted by law.

More details can be found [here](#)

5. INTERNATIONAL TRANSFERS

Data may be transferred, stored and processed outside Nigeria within the limits of the law. Personal Data may be stored and processed in any country where VFDMFB operates or where we engage service providers. We may transfer Personal Data that we



maintain about you to recipients in countries other than the country in which the Personal Data was originally collected. Those countries may have data protection rules that are different from those of your country. However, we will take measures to ensure that any such transfers comply with applicable data protection laws and that your Personal Data remains protected to the standards described in the website Privacy Policy.

More details can be found [here](#)

6. YOUR LEGAL RIGHTS

Under certain circumstances, you have rights under data protection laws in relation to your Personal Data including the right to receive a copy of the personal data we hold about you and the right to make a complaint at any time to the National Information Technology Development Agency (**NITDA**), the Nigerian supervisory authority for data protection issues (www.nitda.gov.ng).

7. FURTHER DETAILS

If you are looking for more information on how we process your Personal Data including information on data security, data retention and lawful processing bases, please access our privacy policy [here](#)

