

## Privacy & Security

JSC ProCredit Bank, Georgia is committed to maintain your trust and reliance by employing number of physical, electronic and procedural safeguards, as we recognize that your confidence significantly depends on how well we keep your personal data entrusted to us. Our Information Security Policy, which complies with both local and international regulations, is proactive and ensures your personal information to be secure, confidential and protected from unauthorized access/alteration, misuse, loss or destruction. The following paragraphs describe the internet-specific privacy and security practices governing [procreditbank.ge](http://procreditbank.ge) and its users:

With security purposes, we do not keep any personal information in cookies (bits of information stored in your computer system after visiting a website), nor do we use them to track your internet behavior after you leave our site, except the ones that assist us in identifying your language preferences for making your consequent visits easier.

As a matter of fact, we believe that keeping your information secure is each and every employee's responsibility. Hence, we conduct annual trainings for all employees on proper handling of personal information. Employee access to customer information is restricted based on business needs. Furthermore, our employees are required to honor the Bank's Code of Conduct that comprises the requirement for treating the confidential information.

We may disclose your information to our affiliates, regulatory authorities, enforcement officials and other entities as permitted by law.

JSC ProCredit Bank, Georgia neither endorses nor is responsible for security, privacy, content or availability of those sites that are proprietary to JSC ProCredit Bank Georgia and are accessible through the links provided on our site.

Recommendations: While we continue to provide a high standard of safeguarding on our systems, it's extremely crucial that you as the end-user also take security measures. In order to assist our website visitors to work online in a more secure manner, we recommend the following:

- Access our website by typing the Bank's internet address ([www.procreditbank.ge](http://www.procreditbank.ge)) directly in the web browser. Our Internet Banking system should be accessed either by directly stating the address: <https://online.procreditbank.ge> in URL address line or by following the link provided on our website. We urge you to refrain from using access paths other than mentioned above.
- Be on alert for unsolicited emails. Do not download or open attachments unless you have obtained them from a trustworthy source. Caution: Be especially vigilant to emails asking for your personal data. JSC ProCredit Bank, Georgia will never ask you for providing confidential information via email communication.
- Install anti-virus and other internet security software on your computer and have it check all files regularly for viruses and other malware.
- Regularly update the operating system of your computer as well as web browser software for protecting your computer against vulnerabilities.

In case if you have received a suspicious message related to JSC ProCredit Bank, Georgia, discovered a potentially phony website of our Bank or have any questions/comments about this Privacy & Security Statement, please contact us by:

Sending an email to [infosec@procreditbank.ge](mailto:infosec@procreditbank.ge)

Calling us at (995 32) 20 22 22