

Privacy Policy

- As we consider information the cornerstone of our ability to offer distinguished Service, we also consider our Customers' trust as one of the most valuable aspects of the Housing & Development Bank (HDB). One of our top priorities is to protect the confidentiality of our Customer's information and use it only for his/sake. We make this promise to all our Customers.
- We strive to protect all the information that our Customers provide to us according to strict security and confidentiality standards.
- We will limit the gathering and use of the Customers' information to the minimum in order to offer the best Services to our Customers and which include offering advice on the products, Services and the other opportunities that the Bank offers besides managing our businesses.
- We will allow only our authorized employees - who have received appropriate training on how to deal with the Customers' information - to access that information and any employee who breaches the information privacy policy will be subject to the appropriate disciplinary measures.
- We will not make our Customers' information available to any third party with the exception of the data or information requested by the Central Bank of Egypt. No information or data will be made available to any external organization except after notifying the Customer in writing, through a contract agreement, after the Customer allows for releasing his data or according to a legal request.
- We will request from the Service provider organizations that we engage to comply with all the general policy standards of the Bank and to allow us audit our accounts.
- We will exchange information about our Customers with approved sources of reference and set-off Services for the purpose of credit, verification and risk management reports.
- We will not use or share – internally or externally – any personal medical information for any purpose other than for subscription or policy, claim and Customer's account management purposes, or as disclosed by the Customer at the beginning of gathering information on him/her.
- We will try to keep all Customer files complete with updated data. We will also inform our Customers how to access information about their accounts – with the exception of that forbidden to be circulated by law – also how to report any errors in those information and which we will immediately correct.
- It is agreed that both of us will comply with the laws in force and/or their amendments which will be issued in the future associated with Information Technology and circulation of data and information via communication means and the Internet, including the intellectual property rights and otherwise, and the Customer's noncompliance therewith will not be tolerated on the grounds that he/she is unaware of or has not reviewed thereof.
- We will always strive to evaluate ourselves to ensure respecting our Customers' privacy.
We will carry out our business in a way guaranteeing the delivery on our promises in all the countries where we operate.