

Privacy Policy Statement

At Al Rajhi Bank, we recognize that keeping our customers' personal and financial information secure is our top priority as customers' trust is our most valuable asset. This statement is issued to assure you of our commitment to the Privacy Policy:

Collection of Information

You will be required to provide us with various types of personal information such as your name, identity card number, address, age, gender. Where necessary other financial information such as your income, assets and liabilities and other information may be required as well when applying for our product and services or performing any internet banking with us.

Use and Sharing of Information

We will limit the information gathered to provide you with superior service and offer you any additional product and services that will be beneficial to you.

We will not disclose customers' information to any external parties unless have been authorized by customers, we have beforehand informed customers in disclosures or agreements or required by law.

However, we may from time to time accept partnership from reputable companies to offer you wider opportunities and offer to benefit you. However, we will ensure that these companies conform to the same customer privacy standards.

If you opt to remove your name from our distribution of information listing, at any time, please email or send your request to @alrajhibank.com.my

Employee Access

Employee access is permitted to only authorized employee who is fully trained in proper handling of customer information and is required to ensure the confidentiality of customers' information all the time. Employees who have access to customers' information will be subject to disciplinary action in compliance to the Islamic Banking Act 1983 (IBA), should they violate this privacy policy.

Security Measures Used to Protect Customers' Information

We shall strive to ensure high computer security standards and procedures to ensure all customers' transactions and information are secured and confidential all the time.

Our security measures put in place are subject to risk analyses, and procedures are regularly tested and updated to ensure that information received from customers through the internet is safe and secure.

Accuracy of Information

We will ensure that customers' data and information is complete, up-to-date and accurate. However, you are advised to inform us promptly and accurately of any changes by writing to us. Your records will be promptly updated upon receiving of such information from you.

Customer Enquiries and Complaints

You may direct any enquiries or complaints relating to your information by writing or e-mailing us at:

Al Rajhi Bank
Customer Correspondence Unit
Ground Floor, East Block,
Wisma Selangor Dredging
142-B Jalan Ampang
50450 Kuala Lumpur
Email: customersupport@alrajhibank.com.my