



Personal Data Privacy Notice



Central Bank of Oman follows strict corporate guidelines to protect the personal data of all individuals including, but not limited to, individual customers and applicants to ensure compliance with local & international data protection laws and regulations.

In this notice, we inform you of the nature of the personal data collected and held for processing. You are advised to read this notice carefully. By using CBO services you are consenting to disclose the requested data for processing of your personal information for the purpose identified in this notice.

The Purpose for Processing Your Data

The personal information that you provide us is only kept and processed in connection with the complaint request procedure and related activities such as, but not limited, to sharing information with the relevant stakeholders whether within Central Bank of Oman internal departments, Central Bank of Oman subsidiaries or external financial & governmental entities where necessary in the nature of the complaint request.

Personal Data Stored by Central Bank of Oman

The information kept in our electronic system and our physical files could include, but not limited to:

- Full Name
- Address
- Contact Phone Number or Email Address
- Passport Number or ID Number
- Other information needed relating to your complaint request

Your Rights

Under the Omani Personal Data Protection Law, you have the right to know how your personal data is used. You have the right to:

- Access your personal data
- Rectify your personal data
- Request the erasure of your personal data

To assert any of the above listed rights to your data, please contact Central Bank of Oman Customer Service email address below:

The consequence of requesting the erasure of your data will result in loss of some or all requested CBO services and potential withdrawal of your complaint request.

Retention

Information of unsuccessful or completed complaint requests will be kept on digital or physical files for a period of (2 years) Individuals may request earlier deletion, they can do so by contacting Central Bank of Oman Customer Service Department.

Agreement & Consent

By ticking the **Agree to Personal Data Disclosure Notice** tick box you are agreeing and consenting to share your personal data with Central Bank of Oman & external entities if required in the nature of your complaint request.