

Tofa Microfinance Bank (TOFAMFB)

Privacy Policy

In its dedication to safeguarding the privacy of our esteemed patrons, Tofa Microfinance Bank Limited places paramount importance on the ongoing support received from its clientele. This document serves to elucidate the procedures governing the acquisition, utilization, and administration of personal data furnished by customers throughout their engagements and transactions with our institution.

Information Collection

Tofa Microfinance Bank Limited acquires personally identifiable information provided by individuals accessing our services, whether in virtual or physical capacities at our premises. This collection aims to enhance customer experience and elevate service quality. Such information encompasses: Name, Gender, Nationality, Religion, Date of Birth, Telephone Number, Bank Verification Number (BVN), Driver's License, National Identity Number (NIN), International Passport Number, and Permanent Voters Card (PVC), along with any other valid forms of identification pertinent at the time of interaction. Additionally, employment details (inclusive of organization name, contact information such as address, email, and phone number), job title, hierarchical level, industry exposure, previous compensation, as well as referee and background verification data are also gathered.

Information Usage

Tofa Microfinance Bank Limited utilizes the personally identifiable information provided by individuals to engage in correspondence regarding their inquiries, fulfill service requests, enhance employment procedures, and manage account activities. TOFAMFB adheres to strict confidentiality protocols and refrains from disclosing such data to external parties, except for necessary engagements with third-party service providers assisting in service delivery, as mandated by applicable laws or regulatory bodies within the Federal Republic of Nigeria. TOFAMFB categorically abstains from leasing, sharing, selling, or trading personally identifiable information for promotional endeavors.

TOFAMFB undertakes to maintain the accuracy and currency of user information, retaining it only for the requisite duration. However, users are encouraged to promptly update or rectify personal data as necessary. Legal obligations necessitate the retention of certain information, and specific industry requirements or agreed-upon practices may also dictate retention periods. Moreover, individual business exigencies may prolong data retention beyond standard durations.

Tofa Microfinance Bank Limited processes personal information in alignment with the stipulations outlined in this Privacy Policy and/or supplemental privacy notifications for specific services. Additionally, processing endeavors may encompass:

- Provision of services to users, including tailored content delivery.
- Conducting research, audits, and analyses to fortify and enhance service provisions.
- Ensuring the optimal functionality of our network.
- Innovating and introducing new services.

Log Information

Whenever individuals access Tofa Microfinance Bank Limited services, our servers, including our application, automatically capture information transmitted by their web browsers.

User Communication

Whenever you send emails or other forms of communication to TOFAMFB, we may retain such correspondence to address your needs or inquiries, enhance our services, and provide responses as required.

What other data privacy rights do you have?

While not exhaustive, you also possess additional rights in relation to your personal data held or processed by Tofa Microfinance Bank Limited. As the data subject, you retain the right to:

- i. Rectify any inaccuracies or incompleteness in the personal data we hold about you.
- ii. Request the deletion of your data from our systems, subject to legal provisions governing such actions, and to restrict the processing of your personal data under specific circumstances.
- iii. Have your data transferred to another organization.
- iv. Object to certain forms of processing, such as direct marketing.

v. Object to automated processing, including profiling, and refuse to be subject to the legal consequences arising from such automated processing or profiling.

In instances where third parties are involved in the processing of your personal data, all aforementioned requests will be appropriately directed to TOFAMFB Data Protection Officer.

What forms of ID will I need to provide in order to access this?

Tofa Microfinance Bank Limited acknowledges the following forms of identification (though not exclusively) when requests for personal data information are made: driver's license, permanent voter card, international passport, and national identity card.

What Constitutes your Consent?

When the processing of Personal Data relies on consent, TOFAMFB will secure the necessary consent during the collection of said Personal Data. Consequently, by accessing TOFAMFB platforms or utilizing its services, features, technologies, content, or functions provided on its website or other digital platforms, you provide consent to the processing of your Personal Data. However, you retain the right to withdraw your consent at any time. It's important to note that withdrawing consent will not impact the lawfulness of processing based on consent provided before its withdrawal.

Security and Retention of your Personal Data

Your Personal Data is treated with utmost confidentiality, and TOFAMFB diligently maintains its security by implementing various measures, including but not limited to restricting access to your Personal Data on a need-to-know basis. TOFAMFB mandates its staff and any third parties engaged in work on its behalf to adhere to appropriate security standards to safeguard your Personal Data.

Tofa Microfinance Bank takes necessary steps to ensure that your Personal Data is processed only for the minimum duration necessary, in accordance with the purposes outlined in this privacy policy or as mandated by applicable laws. Your Personal Data is retained until such time as it is no longer necessary or relevant for its intended purpose. Upon reaching this point, TOFAMFB securely and safely destroys the data.

Changes to our Privacy Policy

Due to the dynamic nature of technical advancements and regulatory frameworks, TOFAMFB may need to revise or update its privacy policies periodically. You will consistently have access to the most recent version of our updated privacy policy on our bank's website.

More information

To initiate correspondence with our Data Protection Officer, please direct your inquiries to "The Data Protection Officer" at No. 1 Tofa Town, Kofar Kudu, Tofa Local Government, Kano State Nigeria. Alternatively, you may elect to communicate via email at " info@tofamfb.ng.