

Privacy Provisions

We know that you are concerned with how your personal information is dealt with. The privacy statement sets out our current policies and demonstrates our commitment to your personal privacy. We may change the content or services found on the Byblos Bank Mobile App at any time without notice and consequently our private policy may change at any time in the future. You agree to use the Byblos Bank Mobile App regularly and your continued access to or use of this App will mean that you agree to the changes.

Information we collect

Location access

Permissions to access your device location are optional and meant to help you locate the nearest ATM/Branch whenever you need to check this information. We do not save the location at our end. More importantly, we never track your location in the background.

Device access

We preserve a thumbprint of your device in order to protect you from illegitimate access from other devices. i.e., login using your credentials from another device.

Calendar access

Permission to access your calendar is optional and meant to help you set reminders of your loan payments.

Storage access

Permission to access the storage is optional, but important and meant to save, share and print e-Statement files in *.pdf format.

Security of Personal Information

Because we view system security as fundamental to our service, we are constantly reviewing and developing our procedures to ensure maximum security is provided. The security of your personal information is our priority. We protect this information by maintaining physical, electronic, and procedural safeguards that meet applicable law and our internal policies. We train our employees in the proper handling of personal information. For more details about our Security Policy, please feel free to contact our Byblos Bank customer service, available 24/7, on +961 1 205050. For more information, please [click here](#).

Listed below are some of the key security features we apply to our service:

- **Unique log on details:** The Log on process for Mobile Banking requests that you input your Username and Password, you can rest assured that this data is transmitted securely when you press 'Login'. Whenever you access the service, entering these details safeguards your information against being accessed by anybody else.
- **Firewalls:** Our systems are protected by sophisticated secure gateways, including 'firewalls' and monitoring devices which will prevent other, unauthorized internet users from accessing our computer system.
- **Scrambled information:** The information sent and received is protected by strong data encryption that scrambles the message so that it can't be read by anyone else.
- **Time out facility:** Once you have logged on to the Mobile Banking App, we will automatically end your session after five minutes of inactivity, to help prevent unauthorized access.