TENGRI BANK

Tengri Bank JSCB
General licence of the Bank of Russia No. 369 of 25.08.2008
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BANK DOCUMENTS

Personal data

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1. Subject

This document describes which personal data the bank processes in the app, for what purpose and for how long.

2. Terms

1. Personal data: any information about a person, such as name, phone number, card details and transactions.
2. Processing: any action with data, including collecting, storing, using, transferring and deleting.

3. Rights and obligations

1. The bank processes data needed for sign-in, identification, transactions, fraud prevention and contacting the client. Unnecessary data is not requested.
2. Data is kept as long as needed to provide services and meet legal requirements, then deleted or anonymised.
3. The bank applies organisational and technical protection measures and does not pass data to third parties except where the law requires it or where it is needed to carry out a transaction (for example, to a payment system).
4. The client may obtain information about their data, ask for corrections, restrict processing or withdraw consent, where this does not conflict with the law.
5. Data requests are handled by the data protection officer: dpo@tengribank.com.

4. Liability

1. The bank and the client are liable in accordance with applicable law and the service agreement.
2. The bank is not responsible for failures caused by third parties, such as telecom operators, payment systems or external services, or for the consequences of the client sharing login data or confirmation codes with other people.
3. Nothing in this document limits client rights that cannot be limited by law.

5. Changes to this document

1. The bank may update this document. The current edition is always available in the app: More → About the app → Licences and terms. The edition date is shown at the top.
2. The bank announces material changes in the app in advance. By continuing to use the service after the changes take effect, the client accepts the new edition; if it does not suit them, they may stop using the service by contacting support.

6. Contacts and details

1. Questions about this document: the support chat in the app (More → About the app → Contact us), phone +7 (495) 369-99-44, info@tengribank.com.
2. Tengri Bank JSCB, General licence of the Bank of Russia No. 369 of 25.08.2008. Other bank details are available at a branch or in the support chat.