Privacy Notice

Who are we

First Abu Dhabi Bank PJSC ("**FAB**") is licensed and regulated by the Central Bank of the United Arab Emirates and the UAE Securities and Commodities Authority (the "**Authority**") under Authority license number: 601005, with its registered office address at P.O. Box 6316, Abu Dhabi, United Arab Emirates.

FAB End of Service Benefits Funds, an open-ended public umbrella fund managed by FAB and established in accordance with the provisions of the Authority's Board of Directors' Chairman Resolution No (01/Chairman) of 2023 Concerning the Regulation of Investment Funds (the "**Resolution**"), the Cabinet Resolution No. (96) of 2023 Regarding an Alternative End of Service Benefits System and all laws, regulations, and resolutions in force in the United Arab Emirates (the "**UAE**") together with its affiliates, related entities, sub funds (including, as applicable, FAB End of Service Benefit Fund with Capital Protection and/or FAB Islamic End of Service Benefit Fund with Capital Protection) (the "**Entities**"), and FAB (together with the Entities, "**we**"), are committed to providing the highest level of protection to your Personal Data in accordance with applicable data protection laws and regulations.

The Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data and other applicable laws and regulations of the UAE (the "**DP Regulations**") apply to this privacy notice. For the purposes of the DP Regulations, FAB and the Entities are the controllers of your Personal Data

What is the purpose and scope of this Privacy Notice

This privacy notice describes how FAB and the Entities may collect, use, store, disclose or otherwise process your Personal Data, including Personal Data provided when using this website or application, as applicable (the "**Platform**"), and also to explain your rights relating to the privacy of your Personal Data and how the law protects you.

What is Personal Data and what Personal Data do we collect

Personal Data comprises all the details that FAB and the Entities collect and/or process directly or indirectly about you: as an individual client, or as a representative of a corporate client or acting on behalf of a legal entity or an individual. The types of Personal Data we may collect include, without limitation, information about:

- your identity and contact details (such as name, postal address, email address and phone number);
- your transactions;

- your financial information, interactions or dealings with FAB and/or the Entities, including information received from third parties (such as the Ministry of Human Resources and Emiratization, administrators, and fraud prevention agencies); and/or
- information collected through use of the Platform, cookies or other similar tools and our electronic services.

The use of the Platform and any products and services supplied are subject to the terms and conditions in force from time to time.

Legal basis and purposes for collection and the use of your Personal Data:

FAB and the Entities may process your Personal Data as: an individual client, a representative of a corporate client or acting on behalf of a legal entity or an individual for the following purposes:

- processing account opening application forms for products and services, including assessing investor suitability and performing necessary checks and risk assessments;
- providing products and services (including electronic services), including effecting payments, transactions, subscriptions, redemptions, switches and completing instructions or requests;
- monitoring and improving the Platform and related content;
- establishing and managing relationships and accounts;
- conducting market research and surveys with the aim of improving our products and services;
- sending you information about our products and services for marketing purposes and promotions;
- preventing, detecting, investigating and prosecuting crimes (including but not limited to money laundering, terrorism, fraud and other financial crimes) in any jurisdiction, identity verification, government sanctions screening and due diligence checks;
- complying with applicable local or foreign law, regulation, policy, voluntary codes, directive, judgement or court order, as well as any contractual obligation pursuant to agreements between any member of FAB and/or the Entities and any authority, regulator or enforcement agency or body or any request coming from said entities;
- establishing, exercising or defending legal rights in connection with legal proceedings (including any prospective legal proceedings) and seeking professional or legal advice in relation to such legal proceedings;
- monitoring: to the extent permitted by law, FAB and/or the Entities may record and monitor your communications with us to ensure compliance with our legal and regulatory obligations and our internal policies (which may include the recording of telephone conversations);
- providing support (including through the Platform, by way of chat or otherwise); or
- surveillance of premises.

FAB and the Entities process your Personal Data for the performance of contract(s) to the extent relevant, compliance with applicable legal or regulatory obligations, and/or, in certain circumstances relies on your consent given for specific purposes in accordance with the DP Regulations.

Personal Data collected by FAB and the Entities is usually necessary. If it is not provided, FAB and/or the Entities will be unable to comply with their legal or regulatory obligations or unable to provide you with the requested products and services.

When, how, and with whom will we share your Personal Data:

We share your Personal Data with our own employees who have access to your Personal Data on a need-to-know basis for the performance of their duties. We may share your Personal Data with FAB and the Entities to perform our obligations under our contract with you.

We may also share your Personal Data with our service providers involved in the provision of the information or services you have requested from us for lawful purposes in order to help us run our business. We rely on such trusted third parties for a range of our business operations and provision of services. We do not share your Personal Data with third parties for their own marketing purposes, except with your specific consent.

We may share your Personal Data with any of the parties mentioned below, if permissible under DP Regulations:

- any court, regulatory body, or government authority to comply with any obligations and requirements issued by legal and regulatory authorities;
- any government agency, or insure;
- any professional advisors (e.g. auditors and lawyers);
- any agents, service providers and vendors and suppliers (e.g. IT suppliers); and/or
- any member of FAB or the Entities or their service providers for the purpose of fulfilling our contractual obligations to you, providing you with the products or services, enhancing our products, services, and your experience across our channels, and promoting new financial investment products and services that may be of interest to you and for the purposes of centralising our business operations.

We take care when we transfer or share Personal Data and will enter into suitable contracts with the third parties with whom we share your Personal Data, thus ensuring your confidentiality is maintained and your rights under applicable law are upheld.

Transfers outside of the UAE and how we protect your Personal Data when transferred

When you are in a relationship with a FAB and/or the Entities office within the UAE, your Personal Data may be transferred in the UAE or any other jurisdiction outside of the UAE, for the purposes mentioned in the above section only or to service providers for support in the pursuance of such purposes.

We only transfer your Personal Data to organisations or jurisdictions outside of the UAE that protect such Personal Data in accordance with applicable laws and where:

- permitted under DP Regulations;
- the UAE Data Bureau has decided that the country or the organisation we are sharing your Personal Data with will protect your information adequately;
- the transfer has been authorised by the relevant data protection authority; or
- in the absence of an adequacy decision or approval by the relevant data protection authority, we have entered into a contract with the organisation with which we are sharing your information based on terms approved by the UAE Data Bureau, to ensure your information is adequately protected. If you wish to obtain a copy of the relevant data protection clauses, please contact us.

How and why do we retain your Personal Data

We will retain your Personal Data in a form which permits your identification for no longer than is necessary for the purposes for which the Personal Data is processed in line with legal, regulatory or statutory obligations.

At the expiry of such periods, your Personal Data will be deleted or archived in a secure manner to comply with legal retention obligations or in accordance with applicable statutory limitation periods. Retention periods for records are determined based on the type of record, the nature of the activity, product or service, applicable legal or regulatory requirements.

Retention periods may be changed from time to time based on business or legal and regulatory requirements. We may, by exception, retain Personal Data for longer, particularly where we need to withhold destruction or disposal based on an order from the courts or an investigation by law enforcement agencies or our regulators.

What are your rights to your Personal Data?

Under the DP Regulations, you have certain rights that we need to make you aware of. The rights available to you depend on our reason for processing your Personal Data. You are not required to pay any charge for exercising your rights unless your request is unreasonable or excessive (including excessively repetitive). We have up to two (2) calendar months to respond to you following any such request. If your request is complex or you make more than one, the response time may be extended to a maximum of three (3) calendar months, starting from the day after receipt of your request. We shall inform you of any such extension or requirement to pay any fee within one (1) calendar month of receipt of such request, together with the relevant reasons.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information or to exercise any of your other rights. This helps us to ensure that Personal Data is not disclosed to any person who has no right to receive it. Depending on the circumstances, we may be unable to comply with your request based on other lawful grounds.

Your data protection rights are highlighted below. You can submit a request in writing by contacting us at our address provided in this privacy notice.

Right to Receive Information

You have the right to obtain from FAB and the Entities confirmation as to whether or not Personal Data concerning you is being processed, and, where that is the case, access to the Personal Data and the supplementary information that helps you to understand how and why we are using your Personal Data, and to check that we are doing so lawfully. We shall provide a copy of the Personal Data undergoing processing. For any further copies requested, please note that FAB and the Entities may charge a reasonable fee based on administrative costs.

Right to Correction

You shall have the right to obtain from FAB and the Entities without undue delay the rectification of inaccurate or incomplete Personal Data concerning you.

Right to Erasure

Except in very specific cases where provided by law, you have the right to obtain from FAB and the Entities the erasure of Personal Data concerning you without undue delay where one of the following grounds applies:

- the Personal Data is no longer necessary in relation to the purposes for which it was collected or otherwise processed;
- you withdraw your consent on which the processing is based and there is no other legal ground for the processing;
- you object to the processing;
- the Personal Data is processed in violation of the provisions of applicable law and the applicable legislations, and the erasure process is necessary to comply with the legislations and approved standards in force in this regard; or
- your objection to the processing, or the absence of legitimate reasons for FAB or the Entities to continue the processing.

Right to Restriction of Processing

You have rights to 'block' or suppress further use of your Personal Data where one of the following applies:

- you contest the accuracy of your Personal Data (in such a case, the restriction will be for a period enabling FAB and the Entities to verify the accuracy of said data);
- your objection to the processing of your Personal Data in violation of the agreed-upon purposes; or
- the processing is carried out in violation of applicable law.

Right to request the Transfer of Personal Data

You have the right to receive or to transmit those Personal Data to another controller in a structured, commonly used and machine-readable format, the Personal Data concerning you that you have provided to FAB or the Entities, without hindrance from FAB or the Entities, where the processing is based on your consent or on a contract and such processing is carried out by automated means.

Right to stop the Processing of your Personal Data

You have the right to stop, on grounds relating to your particular situation, at any time to the processing of Personal Data concerning you. FAB and the Entities shall no longer process said Personal Data unless they demonstrate compelling legal grounds for such processing which override your interests, rights and freedoms or for the establishment, exercise or defence of legal claims. You can object to our use of your Personal Data for direct marketing purposes, including profiling.

Right to object to being subject to a decision based solely on automated processing, including profiling

Decisions based solely on automated decision-making are not applicable to you.

Right to withdraw consent (Opt-Out)

You can withdraw consent for any processing that we do based on your consent in relation to your Personal Data. If you withdraw your consent, it will not affect the lawfulness of any processing of your Personal Data we conducted based on your consent prior to you withdrawing such consent. This includes your right to withdraw consent to us using your Personal Data for marketing purposes.

You are entitled to lodge a complaint about the way we handle or process your Personal Data with the UAE Data Bureau.

How do we protect your Personal Data?

The security and confidentiality of your Personal Data is important to us and FAB and the Entities have invested significant resources to protect the safekeeping and confidentiality of your Personal Data. When using external service providers acting as processors, we require that they adhere to the same

standards as FAB and the Entities. Regardless of where your Personal Data is transferred, we take all steps reasonably necessary to ensure that your Personal Data is kept secure.

Using FAB and the Entities social media channels

FAB and the Entities operate channels, pages and accounts on some social media sites to inform, assist and engage with Data Subjects. FAB and the Entities monitor and record comments and posts made on these channels about FAB and the Entities in order to improve its products and services.

Please note that you must not communicate with FAB or the Entities through such social media sites the following information:

- confidential Personal Data, including any information regarding your financial situation, bank account details, transactions, etc;
- sensitive Personal Data including (i) special categories of Personal Data meaning any information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation and (ii) other sensitive Personal Data such as criminal convictions and offences or related security measures; or
- excessive, inappropriate, offensive or insulting information towards individuals.

FAB or the Entities are not responsible for any information posted on those sites other than the information posted by its employees on its behalf. FAB or the Entities are only responsible for their own use of the Personal Data received through such sites.

Use of Cookies on the Platform

In order to improve user experience and where applicable, the Platform uses a standard technology called "cookies" to collect information about how the Platform is used , which may include your Personal Data. Where applicable, the cookies are used for the operation of the Platform. For more information about our use of cookies please refer to our cookie policy which is available here.

Cookies help to make the Platform function better and make it easier for us to give you a better user experience on our online channels. To use or store cookie types that are not required for the functioning of the website or app and are optional, we will obtain your consent first.

For this reason, we limit our use of cookies to:

- providing products and services that you request;
- providing you with a better online experience and tracking the Platform’s performance; and
- helping us make the Platform more relevant to you.

Changes to this Privacy Notice

FAB and the Entities may in their absolute discretion update this privacy notice from time to time. We keep our privacy notice under regular review to make sure that it is up-to-date and accurate. This privacy notice was last updated in January 2025. Any significant changes to our privacy notice will be communicated to the affected individuals using the most suitable channel, including e-mail or post.

Communicating with us

If you (a) have any questions regarding this privacy notice or the protection of your Personal Data, (b) would like this privacy information to be provided verbally, (c) would like more information about the way in which we use your Personal Data, (d) wish to complain or would like to withdraw consent to any processing we do on your Personal Data based on consent, or (e) would like to exercise your data protection rights, please contact us at the following address:

First Abu Dhabi Bank PJSC – Asset Management
FAB Building
Khalifa Business Park
1 Al Qurm District
Abu Dhabi, United Arab Emirates
Tel: +971 2 499 6333
Email: FABEOSB@bankfab.com

Effective Date

This privacy notice was last modified in January 2025.

Disclaimer

This privacy notice is not intended to, nor does it, create any contractual rights whatsoever or any other legal rights, nor does it create any obligations on us in respect of any other party or on behalf of any party. When you log in to third parties' websites, you will not be subject to this privacy notice. Moreover, we are not responsible for their websites' content, and we do not represent third parties. Therefore, when you leave the Platform, we recommend you to review the privacy and security policy of each website you visit.