Privacy Policy

What Information do we collect?
We collect information from you when you open an Upay account with the bank.

What do we use your information for?
Any of the information we collect from you may be used in one of the following ways:

- To personalize your experience (your information helps us to better respond to your individual needs)
- To improve our application (we continually strive to improve our services based on the information and feedback we receive from you).
- To improve customer service (your information helps us to more effectively respond to your customer service requests and support needs).
- To process transactions
  Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the service requested by the customer.
- To send periodic emails
  The email address you provide may be used to send you information and updates pertaining to your activity, in addition to receiving occasional company news, updates, related product or service information, etc.
- To administer a promotion, survey or other application feature.

How do we protect you information?
We implement a variety of security measures to maintain the safety of your personal information when you access your personal information.

Do we disclose any information to outside parties?
We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our policies, or protect ours or others rights, property, or safety.

Upay Privacy Policy Only
This privacy policy applies only to information collected through any channels of our Upay service.

Your Consent
By using our Upay service, you consent to our privacy policy.

Changes to our Privacy Policy
If we decide to change our privacy policy, we will post those changes on this page.

This policy was last modified on 3rd December, 2017

Contacting Us
If there are any questions regarding this privacy policy you may contact us using the information below.
Email: info.upay@ucb.com.bd
Call Us: 16419 & +8809611016419 (Oversea)