



## Citi Australia Internet Privacy Statement

This policy explains Citigroup Pty Limited, Citibank, N.A., Sydney Branch and any other Citi entity registered in Australia (collectively "Citi Australia") cookie policy and online data gathering information practices when you visit Citi Australia websites or use Citi Apps.

This policy may be modified at our sole discretion at any time by changing the notice you see here; and is consistent with and remains subject to the Privacy Act and Citi's Australia Privacy Policy.

### Data Privacy on Citi Apps

Citi may offer biometric authentication features (such as FaceID, Touch ID or device-based facial or fingerprint recognition) to help verify your identity when accessing our app. These features are optional and are managed entirely by your device's operating system (e.g. Apple IOS or Android).

Citi applications, such as the CitiManager App may let you use the built-in biometrics recognition technology (e.g. fingerprint or facial recognition technology) on your eligible mobile device to log in and, where required in your country or region, to authenticate transactions. Biometrics data is not transferred to or otherwise processed by Citi Australia when biometric authentication methods are used. By enabling biometric authentication on your device, you consent to its use for accessing your account / profile within our app.

To discontinue usage, you can uninstall the app.

### Cookies

Citi Australia has adopted the Citigroup 'Website and Online Tracker policy' which can be found here:

<https://www.citigroup.com/global/institutional-clients/cookiepolicy>

This policy complements Citi Australia's Internal Privacy Statement and Citi Australia's Privacy Policy.

### General website practices – tracking technologies

Aside from the cookies themselves, we also record other details about what you do when using our website, pages you access on the website; and any information you may choose to submit through forms or dialog boxes. In some cases we offer you a choice as to whether the information you have entered will be stored and re-used - typically to save yourself the trouble of entering it again later.

In order to ensure secure access to our Citi Australia websites and applications, your device may be remotely scanned for potential malware and other technical and system vulnerabilities. Citi Australia may restrict your access to those websites and applications if such remote scanning detects any signs of potential malware.

The information we gather includes all internet activity.

Our information sharing practices with affiliates and outside companies is the same with respect to data collected both online and offline, and is governed by Citi's Australia Privacy Policy and the Australian Privacy Act.

## Links to other websites

When you use a link to go from a Citi Australia website to another organisation's website, this Internet Privacy Policy will no longer apply. Citi Australia is not responsible for the privacy policies of other organisations or the content of their websites.

## Email address

If you receive an e-mail from us, you should only re-transmit, distribute or commercialise the material or information in the e-mail, if you are authorised to do so (under the Australia Privacy Act or otherwise). We may preserve the content of any email that you send to us, if we believe that we have a legal requirement to do so. Your email message content may be monitored for security purposes including where email abuse is suspected. Our response to you may also be monitored for quality assurance and training purposes.

When you submit feedback or questions via email, it is very important that you do not disclose any details that could be used by others to gain access to your personal and account information. This includes details such as your usernames and passwords.

We may collect, use, hold and disclose your email information (as part of your personal information) in accordance with the Citi Australia Privacy Policy.

## Your data rights

- Right to be informed – this is fulfilled through this Internet Privacy Statement and External Privacy Policy. If you have additional queries, please contact us via the details provided below.
- Right to access your information – please note that we cannot identify you, nor know your name, from the cookies or other technical data we issue, even where they create a profile that may be considered personal data.
- Rights to erase or rectify your personal data – you may exercise these by clearing out or emptying your browser cache memory and/or deleting the Citi app from your personal mobile device.

## Contact details

If you wish to find out more information, or raise any specific or general concerns, about Citi Australia's Privacy Policy or privacy practices, please email:

Email: [Privacy.officer@citi.com](mailto:Privacy.officer@citi.com)

Please do not include account numbers or other sensitive personal information in emails.

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