

WEBSITE TERMS AND CONDITIONS **for www.ebs-sd.com**

This privacy policy applies to the www.ebs-sd.com website and all services offered online by Electronic Banking services Co.Ltd.

1. GENERAL:

- 1.1** You must agree to these Terms & Conditions firstly to ordering services.
- 1.2** Electronic Banking services Co.Ltd reserve the right to update these Terms and Conditions at any time by notice to you with immediate effect.
- 1.3** Handling complaints: Should you have any complaints regarding Services received from us, call canter number: +249 183 74 95 73 - +249 183 78 48 93
- 1.4** I. Card issuing bank is not responsible for any delay or damage to the product or service provided through the website.
- 1.5** Fees on services are non-refundable

2. WEB SITE ACCESS:

- 2.1** There is no registration with us in order to use most parts of this Website, so we didn't collect or store any information about you in the website.
- 2.2** We did not stored your Sensitive and private data (card information).
- 2.3** Where possible we always try to give advance warning of maintenance issues that may result in Website down time but we shall not be obliged to provide such notice.
- 2.4** All reasonable measures are taken by us to ensure that this Website is operational he ecommerce service provider .However, occasionally technical issues may result in some downtime and accordingly we will not be liable if this website is unavailable at any time.

4. SERVICES AND FEES

- 4.1** All services are non-refundable.
- 4.2** EBS has the rights to change the service fees.

5. HOW WE PROTECT YOUR INFORMATION

- 5.1** We adopt appropriate security measures to protect against unauthorized access, alteration, disclosure or destruction of your debit card information.
- 5.2** Sensitive and private data exchange between the Site and its Users happens over a SSL secured communication channel and is encrypted and protected with digital signatures.
- 5.3** The loss of information due to customer action is not the responsibility of EBS.

6. CONTACT US

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:

Electronic Banking services Co.Ltd

www.ebs-sd.com

Central Bank of Sudan 5th floor Khartoum branch building Osman Digna ST. Khartoum - Sudan. P.O.Box : 12595 Tel: + 249 183 740840 - +249 183 740135 Fax: +249 183 970864

PRIVACY POLICY

1. WHAT INFO WILL YOU HOLD ABOUT ME?

We do not collect any information about the user.

2. HOW DO YOU PROTECT MY DATA?

2.1 Any information sent to us is encrypted (scrambled) using Secure Socket Layer (SSL) technology. This is industry standard encryption technology that protects your data whilst being sent over the internet from being intercepted and misused by third parties. When it reaches us, we then encrypt the content and store it on a secure server so that it can only be read by authorized personnel.

2.2 The loss of information due to customer action is not the responsibility of EBS.

3. DO YOU USE COOKIES?

No. We did not use cookies.