MCQ on Digital personal data protection policy

Q.1 Who is the Nodal Grievance Redressal Officer for resolution of all grievances of customers pertaining to digital personal data protection?

A.	GM Customer service cell	B.	GM (KYC,AML,CSC)
C.	GM,HRM	D.	GM,ITD

ANS: B

Q.2 The products /services offered by the bank are governed by which guidelines?

A.	Policy on Digital Banking Products and Services	B.	Deposits Policy,Know Your Customer (KYC) / Anti Money Laundering (AML) / Combating Financing of Terrorism(CFT) Policy of the Bank
C.	Digital Payment Security Policy, SOP on Digital Payment Security Controls and Digital lending policy -RBI	D.	All the above

ANS: D

Q.3 Which of the following is/are true?

A.	The Bank will continue to maintain its tradition of not sharing the transaction information in customers' account with anyone except when required by law or statutory/ regulatory agencies.	B.	Bank will give access to customer information to only those employees who are authorized to handle the customer information.
C.	A only	D.	Both A & B

ANS: D

Q.4 How long the data collected from customer is retained by the bank?

A.	Until the purpose for which it is obtained	B.	Beyond the expiry of transactional or account based relationship with customer
C.	A only	D.	Both A & B

ANS: D

Q.5 Customer's data will be collected and used only with the consent of that customer.

A.	TRUE	B.	FALSE
C.	Not true always,as the customer can withdraw consent	D.	Consent is not mandatory

ANS: A

Q.7   What are the data collected by the bank?

A.	Personal data	B.	Financial data
C.	Marketing data	D.	All the above

ANS: D

Q.8   What is the privacy promise of our bank?

A.	Keeping customer information secure	B.	Using it only in the manner the customers would want the Bank
C.	using for the specific purpose the customers would want the bank	D.	All the above

ANS: D