



TALIBON CREDIT COOPERATIVE

Corner CPG Ave. & M. Garcia St., Poblacion, Talibon, Bohol
CDA Reg. No. 9520-07007444
TIN No. 005-372-615
CIN No. 1030700

Data Privacy Policy

Talibon Credit Cooperative (TALCRECO)

Protecting Your Privacy, Building Trust Together

Last Updated: July 03, 2025

1. Our Commitment to Your Privacy

At **Talibon Credit Cooperative (TALCRECO)**, we believe that your privacy is fundamental to building lasting trust in our cooperative relationship. This Data Privacy Policy serves as your comprehensive guide to understanding how we collect, use, store, protect, and disclose your personal information in strict accordance with **Republic Act No. 10173**, commonly known as the **Data Privacy Act of 2012**.

As a member-owned financial cooperative, we recognize that you entrust us with your most sensitive personal and financial information. This responsibility drives our unwavering commitment to implementing robust privacy protections that not only meet legal requirements but exceed industry standards. We are dedicated to ensuring that every member, client, and employee feels secure in their interactions with TALCRECO.

Our privacy practices are designed to be transparent, fair, and respectful of your individual rights. We continuously review and update our policies to adapt to changing regulations, technological advances, and evolving member needs while maintaining the highest standards of data protection.

2. Personal Information We Collect

Primary Personal Data

We collect essential personal information from our members and clients through various channels, both in-person and through secure digital platforms. This information is crucial for providing you with comprehensive cooperative services and ensuring regulatory compliance:

Basic Identity Information:

- Full Legal Name (as it appears on government documents)
- Government-issued ID Numbers (SSS, TIN, PhilHealth, etc.)
- Complete Residential and Business Addresses
- Primary and Alternative Contact Numbers
- Email Addresses (for digital communications)
- Recent Photographs (for identification purposes)



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Financial Information:

- Banking details and account numbers
- Income sources and employment information
- Credit history and financial statements
- Transaction records and payment histories
- Loan application details and collateral information

Sensitive Personal Information

In certain circumstances, we may collect sensitive information that requires additional protection measures:

Identity Verification Documents:

- Certified copies of government-issued IDs
- Birth certificates and marriage certificates
- Passport copies for international transactions

Health and Biometric Data (Staff Only):

- Health certificates for employment requirements
- Biometric data for attendance tracking systems
- Medical information for insurance and benefits administration

Collection Methods

We gather this information through multiple secure channels to ensure convenience and accessibility:

Physical Collection:

- Walk-in registration forms at our main office
- Paper-based loan applications and membership forms
- Document submission during in-person consultations



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Digital Collection:

- Secure Google Forms (including Online PMES Registration)
 - Email communications and attachments
 - Social media interactions and inquiries
 - Online banking and transaction platforms
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3. Why We Collect Your Information

Your personal data serves specific, legitimate purposes that directly benefit your cooperative experience and ensure compliance with financial regulations. We process your information exclusively for the following cooperative-related activities:

Membership Services

- **New Member Registration:** Verifying identity and eligibility for cooperative membership
- **Account Management:** Maintaining accurate member records and updating personal information
- **Service Customization:** Tailoring our services to meet your specific financial needs and preferences

Financial Services

- **Loan Processing:** Evaluating loan applications, assessing creditworthiness, and managing repayment schedules
- **Savings Management:** Monitoring savings accounts, calculating interest, and processing withdrawals
- **Transaction Processing:** Facilitating deposits, transfers, and other financial transactions
- **Investment Services:** Managing investment portfolios and providing financial advisory services

Communication and Engagement

- **Member Communications:** Sending newsletters, financial updates, and important announcements
- **Educational Programs:** Providing financial literacy resources and cooperative education materials
- **Event Notifications:** Informing members about annual meetings, special events, and community activities



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Regulatory Compliance

- **Legal Requirements:** Meeting obligations under banking regulations, anti-money laundering laws, and cooperative guidelines
 - **Audit Support:** Providing necessary documentation for internal and external audits
 - **Government Reporting:** Submitting required reports to regulatory bodies and government agencies
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4. How We Store and Protect Your Data

Secure Storage Systems

We employ a multi-layered approach to data storage that combines physical security measures with advanced digital protection:

Physical Storage:

- **Fireproof Filing Cabinets:** All paper documents are stored in locked, fireproof cabinets with restricted access
- **Climate-Controlled Environment:** Documents are maintained in temperature and humidity-controlled conditions to prevent deterioration
- **Secure Office Space:** Our main office features security cameras, alarm systems, and controlled access points

Digital Storage:

- **Cloud-Based Solutions:** Google Forms and secure cloud platforms with enterprise-grade encryption
- **Local Computer Systems:** Password-protected computers with encrypted hard drives and regular security updates
- **Backup Systems:** Multiple backup copies stored in different locations to prevent data loss

Access Control and Monitoring

Authorized Personnel Only: Access to personal data is strictly limited to trained cooperative staff members who require the information to perform their duties. Each staff member undergoes background checks and signs confidentiality agreements.



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Role-Based Access: Different staff members have access to different types of information based on their job responsibilities, ensuring that sensitive data is only accessible to those who need it.

Activity Monitoring: We maintain detailed logs of who accesses what information and when, allowing us to track and prevent unauthorized access attempts.

Data Retention Policy

We retain your personal data **only as long as necessary** to fulfill the purposes for which it was collected or as required by law. Specific retention periods include:

- **Membership Records:** Maintained for the duration of membership plus 7 years after termination
- **Financial Transaction Records:** Kept for 10 years as required by banking regulations
- **Loan Documentation:** Retained for 5 years after full loan repayment
- **Correspondence:** Maintained for 3 years unless longer retention is required for legal purposes

5. When We Share Your Information

Third-Party Disclosures

We may share your personal data with trusted third parties under specific circumstances and with appropriate safeguards:

Financial Partners:

- **Accredited Banks:** For loan processing, fund transfers, and ATM services
- **Insurance Companies:** For member insurance coverage and claims processing
- **Investment Firms:** For portfolio management and investment services

Government Agencies:

- **Bureau of Internal Revenue (BIR):** For tax reporting and compliance
- **Cooperative Development Authority (CDA):** For cooperative registration and regulatory requirements
- **Credit Information Corporation (CIC):** government corporation under the Bangko Sentral ng Pilipinas (BSP) that maintains the country's central credit information system.



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Professional Services:

- **External Auditors:** For annual financial audits and compliance reviews
- **Legal Counsel:** For legal advice and representation when necessary
- **IT Service Providers:** For system maintenance and technical support under strict confidentiality agreements

Consent and Authorization

Explicit Consent: All data sharing requires your explicit consent, particularly when members authorize TALCRECO to manage their ATM or card-related transactions using our POS terminals.

Member Authorization: You have the right to specify which information can be shared and for what purposes, giving you control over your data.

Third-Party Safeguards: We ensure all third parties follow strict privacy safeguards and sign data processing agreements that mirror our privacy standards.

6. Our Security Measures

Technical Safeguards

We invest in cutting-edge technology to protect your personal information:

Cybersecurity Infrastructure:

- **Advanced Firewalls:** Multi-layered firewall systems to prevent unauthorized network access
- **Antivirus Protection:** Real-time scanning and threat detection on all systems
- **Encryption Technology:** End-to-end encryption for all digital communications and data storage
- **Secure Socket Layer (SSL):** Encrypted connections for all online transactions and communications

System Monitoring:

- **24/7 Security Monitoring:** Continuous monitoring of our systems for suspicious activity
- **Regular Security Updates:** Prompt installation of security patches and system updates
- **Vulnerability Testing:** Regular security assessments and penetration testing



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Physical Security

Facility Protection:

- **Controlled Access:** Biometric scanners for office access
- **Security Cameras:** Comprehensive CCTV coverage of all areas where data is processed

Human Resources Security

Staff Training and Awareness:

- **Privacy Training:** Regular training sessions on data protection best practices
- **Confidentiality Agreements:** All staff members sign comprehensive confidentiality agreements
- **Background Checks:** Thorough screening of all employees with access to member data
- **Incident Response:** Clear procedures for reporting and responding to potential security breaches

7. Your Rights as a Data Subject

As a valued member of TALCRECO, you have fundamental rights regarding your personal data. We are committed to helping you exercise these rights effectively:

Right to Access

What it means: You can request to see all personal data we hold about you. **How to exercise:** Simply contact our staff, and we will provide you with a comprehensive report of your personal information within 30 days.

Right to Correction

What it means: You can request corrections to any inaccurate or incomplete information. **How to exercise:** Notify us of any errors in your data, and we will promptly investigate and correct them.

Right to Withdraw Consent

What it means: You can withdraw your consent for data processing at any time. **How to exercise:** Submit a written request, though please note that some processing may continue if required by law or legitimate business interests.



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Right to Data Portability

What it means: You can request your data in a format that allows you to transfer it to another organization. **How to exercise:** Contact our staff to request your data in a commonly used, machine-readable format.

Right to Erasure

What it means: You can request deletion of your personal data under certain circumstances. **How to exercise:** Submit a written request, and we will evaluate whether deletion is appropriate based on legal requirements and legitimate interests.

Right to File Complaints

What it means: You can file complaints about our data processing practices. **How to exercise:** Contact our cooperative staff directly, or file a complaint with the National Privacy Commission if you're not satisfied with our response.

Data Protection Support

Note: While we do not currently have a formally designated Data Protection Officer (DPO), our dedicated team is available to assist you with all data privacy concerns. We are committed to providing prompt, professional support for any privacy-related questions or issues.

8. Your Consent and Our Commitment

Informed Consent

When you provide your personal data through any of our forms or electronic means, you are granting your **explicit, informed consent** to TALCRECO to collect and process your information as described in this comprehensive policy.

What We Promise to Tell You

Before collecting any personal data, we will clearly inform you of:

- **The specific purpose** for which we are collecting your information
- **How your data will be stored** and the security measures we have in place
- **Who may have access** to your information and under what circumstances
- **How long we will retain** your data
- **Your rights as a data subject** and how to exercise them



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Ongoing Communication

We believe in maintaining open communication about privacy matters. We will:

- **Notify you promptly** of any significant changes to our privacy practices
 - **Provide regular updates** on how we are protecting your data
 - **Respond quickly** to any privacy-related questions or concerns
 - **Offer clear explanations** of our data processing activities when requested
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9. Policy Updates and Continuous Improvement

Our Commitment to Evolution

TALCRECO reserves the right to update or revise this policy as needed to reflect changes in our practices, respond to member feedback, or comply with evolving legal requirements. However, we are committed to making these updates transparent and member-focused.

How We Handle Updates

When we make significant changes to this policy, we will:

- **Provide advance notice** through multiple communication channels
- **Explain the reasons** for the changes and how they benefit our members
- **Highlight specific changes** rather than requiring you to review the entire policy
- **Offer opportunities** for members to ask questions or provide feedback

Where to Find Updates

Updated policies will be posted:

- **On our website** at www.talcreco.com
 - **At our main office** in a prominent location
 - **Through email notifications** to members who have provided email addresses
 - **In our member newsletters** and annual reports
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Contact Us - We're Here to Help

Your privacy concerns and questions are important to us. Our dedicated team is ready to assist you with any data privacy matters, whether you need help understanding your rights, want to update your information, or have concerns about how your data is being handled.



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Get in Touch

Talibon Credit Cooperative (TALCRECO)

📍 **Visit Us:** CPG Ave. Corner M. Garcia St., Poblacion, Talibon, Bohol, Philippines

🌐 **Online:** Website: www.talcreco.com Email: talcreco@gmail.com

☎ **Call or Text:** Mobile: +63 909 423 7894 Landline: (038) 500 1403

Office Hours

Tuesday - Saturday: 8:00 AM - 5:00 PM Sunday and Monday: Closed

For urgent privacy matters outside office hours, please send an email, and we will respond on the next business day.

Thank you for trusting TALCRECO with your personal information. Together, we're building a stronger, more secure financial future for our community.