

Instant Messaging and Other Communication Channels

Our terms & conditions, privacy notice and safety tips



Instant Messaging and Other Communication Channels: HSBC Bank (Vietnam) Ltd. ("HSBC") terms and conditions, privacy notice and safety tips

1. Terms & Conditions

These terms and conditions describe what you agree to HSBC by using third-party communication channel such as 'WhatsApp' or 'Zalo', to communicate with HSBC ('we' or 'us').

- 1.1 You agree to not share confidential information (e.g. personal data) with us through third-party communication channels unless we have confirmed to you that the channel is secure enough to do so.
- 1.2 We are only able to accept text on most channels. Please do not send us any images, attachments, audio files or videos unless we confirm that we can receive them.
- 1.3 We will not be responsible for and cannot guarantee that third-party communication channels are timely, safe, secure, error or virus-free.
- 1.4 We will not be responsible for any leaks or usage of information by any third-party communication channel, or by any errors, omissions or reasons outside of our control.
- 1.5 You agree to use the third-party communications channels we offer according to these terms and conditions.
- 1.6 You agree not to send us or our third-party service providers any violating national security, social order and safety in cyberspace, lawful rights and interests of other organisations and individuals, depraving, violating customs or traditions, forged, fraudulent or other unlawful information through these third-party communication channels.
- 1.7 If you receive a message from us by mistake, you are not to copy, forward, disclose or use any part of it. Instead, you agree to delete the message and all copies of it, and to notify us immediately by replying to us.
- 1.8 Your usage of third-party communication channels will be governed by separate direct agreements you have in place with them. It is your responsibility to comply with them and to check regularly for any updates to their terms and conditions, policies, service statements, business rules, announcement guidelines, etc. It is up to you to decide to continue to accept them, or use such third-party communication channels or not.
- 1.9 We may suspend or terminate any third-party communication channel offered to you as a means of communication with us. We may also change the scope and features of such channel at any time. Where possible, we will give you advance notice of material changes, or our plans to suspend or terminate a third-party communication channel.
- 1.10 We may make information about our products and services available through these instant messaging services. However, you should not consider or treat such information as constituting an offer or a solicitation for, or advice or recommendation that you should enter into, the purchase or sale of any security, commodity or other investment product or investment agreement, or any other contract, agreement or structure whatsoever.

We shall not be considered as communicating any invitation, inducement, offer or solicitation to engage in banking, investment or insurance activity in any jurisdiction where such communication would be against the law or regulations. You should not consider or treat our communications as such either.

If you are a non-Vietnam citizen or you are located outside the territory of Vietnam, the products and services made available to you through our instant messaging channels may not be registered, recognised or authorised

by central bank, governmental or competent state authority in your place of residence or location. As such, you may not be protected by the relevant laws and regulations in your place of residence or location for such products and services.

1.11 These terms and conditions are governed by and will be construed in accordance with the laws of Vietnam. The parties agree to submit to the exclusive jurisdiction of the courts of Vietnam.

2. Privacy Notice

2.1 We will collect, store, use and share your personal data in accordance with our [Privacy Principles](#)

2.2 We may record and monitor all communications with you for the purposes set out in our [Privacy Principles](#).

2.3 The third-party communication channels you use to communicate with us will collect, store, use and share your personal data in accordance with their own privacy policies.

2.4 We may share the message contents and other information about you with the third-party communication channels you use to communicate with us, as well as other third-parties. This is for the purpose of enabling, maintaining and supporting those communication channels.

3. Safety Tips

3.1 Please make sure you download third-party communication channel apps, software and updates from the official app stores. You should also keep your apps and software updated to the latest version.

3.2 Please refer to our [online security measures](#) for tips on online security, mobile security and safer online banking. You can also visit the websites of the relevant third-party communication channel for further security tips.