केनरा बैंक Canara Bank
सिंडिकेट Syndicate

Request for Quotes [RFQ 012/2026-27]

IS Audit of Aadhar Data Vault

Issued by: Canara Bank
Single Tender Enquiry Processing Section,
CP&VM Vertical T S Wing, HO (Annex)
1st Floor, Naveen Complex
14, M G Road
Bengaluru-560 001
Phone No:080- 25584033
Email: singletender@canarabank.com

This bid is restricted to the following vendors who are empaneled in Canara Bank through EOI-09/2023 Group-B dated 19/03/2024.

1. M/s Digital Age strategies Pvt Ltd
2. M/s AAA Technologies Ltd
3. M/s KPMG Assurance and Consulting Services LLP
4. M/s Yoganandh & Ram LLP
5. M/s SecurEyes Techno Services Pvt Ltd
6. M/s AKS Information Technology Services Pvt Ltd
7. M/s PWC Pvt Ltd

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BID SCHEDULE

Sl. No.	Description	Details
1.	RFQ No. and Date	RFQ 012/2026-27 dated 04/06/2026 for IS Audit of Aadhar Data Vault.
2.	Location Address for submission of Bid/s [Address for Communication]	The Senior Manager Canara Bank, Single Tender Enquiry Processing Section, CP&VM Vertical, T S Wing, Head Office (Annexe), 1st Floor, Naveen Complex, 14, M G Road, Bengaluru -560 001 Karnataka
		Tel - 080-25584873 Email: singletender@canarabank.com
3.	Date of Issue	04/06/2026, Thursday
4.	Last Date of Submission of Bids	24/06/2026, Wednesday, up to 03:00 PM
5.	Date and Time of Opening Bid	24/06/2026, Wednesday, at 03:30 PM

Dear Vendor,

The Bank intends for IS Audit of Aadhar Data Vault:

1.	Details of the Assessment	**For IS Audit of Aadhar Data Vault.**
2.	Technical Specification of the Item to be procured	**NA**
3.	Scope of Work	**As per Annexure-I**
4.	Time Lines for the completion of the activity.	**1. Audit Report, Risk Assessment Matrix, Recommendations and Remediation Plan, Compliance Checklist and a presentation of key findings and recommendations to Canara Bank's management team to be submitted within 02 months from the date of acceptance of the purchase order.** **2. Retest, remediation and submission of the Final audit report to be submitted within 03 months from the date of submission of the initial audit report**
5.	Warranty Period (If applicable)	**NA**
6.	AMC /ATS/ Support Charges as Applicable	**NA**
7.	Bill of Material	**As per Annexure-II**
8.	Payment Terms and Other Conditions	**As per Annexure-III**
9.	Mode of Submission of Bid/Quote	**Hard copy** **(The bid should be submitted in sealed cover addressed to the Bank at the below mentioned address within the date and time specified).** **OR** **Softcopy (PDF file of the bid which is Password protected should be sent to the below mentioned mail ID** **Email ID: - singletender@canarabank.com**
10.	Bid Submission Due Date & Time	**24/06/2026, Wednesday, up to 03:00 PM**
11.	Other Terms and Conditions	In case of Multiple L1 Bidders, the Bank may reserve the right to re-negotiate with only the L1 tied bidders to determine a clear L1 by way of seeking revised sealed offers.

12.	Any Other Information	Nil

Yours faithfully,
Authorized Signatory

Note: For further clarification, if any, please contact us.
Address:
The Senior Manager,
Canara Bank
Single Tender Enquiry Processing Section, CP&VM Vertical, TS Wing, HO
1st Floor, Naveen Complex,
#14, MG Road,
Bangalore-560001
Phone No.: 080-25584873

Annexure-I
Scope of Work

Sub: RFQ 012/2026-27 dated 04/06/2026 for IS Audit of Aadhar Data Vault

Overview:

Bank intends to conduct the Aadhar Data Vault Audit as per Information System Audit Policy for the Financial Year 2026-27.

1. **Scope of Work:**
   - 1.1. Canara Bank, Government Business & Financial Inclusion Group, Technology Operations Vertical, Technology Services Wing has implemented Aadhar Data Vault for Storing Aadhar reference key instead Aadhar Number to comply with UIDAI guidelines.
   - 1.2. As per the bank's guidelines, the audit needs to be conducted on Aadhar Data Vault used by the different application teams of the Bank.
   - 1.3. Audit should be conducted for all the applications which are using Aadhaar in the bank.
   - 1.4. Auditor has to verify that all the applications are storing only Reference number generated by Aadhaar Vault in their DB (UAT and Production).
   - 1.5. Auditor has to verify that all the application are not storing Aadhaar number in their logs. If previously stored, the Aadhaar data has to be completely removed from the application database.
   - 1.6. All the application teams should comply with UIDAI Guidelines on Aadhar Data Storage, Aadhaar Authentication and Aadhar data vault.
   - 1.7. Auditor has to verify that bank has implemented Aadhaar data vault as per UIDAI guidelines and Circulars from time to time.
2. **Resources:**

   As per the Bank's Information System Audit Policy (Version 17.0, dated 17.02.2026), the resources deployed for conducting the Aadhaar Data Vault (ADV) audit must meet the following minimum criteria:

   - 2.1. **Empanelment:**

     The audit firm must be a CERT-In empaneled organization/entity. Preference will be given to firms empaneled with Canara Bank for IT/Cyber Security Audits.
   - 2.2. **Relevant Audit Experience:**

     The firm must have a minimum of 3 years of experience in conducting IT/Cyber Security audits for regulated financial institutions or government bodies. Prior experience in auditing Aadhaar-based systems (AUA/KUA/ADV) and compliance with UIDAI guidelines is mandatory.
   - 2.3. **Certifications of Personnel:**

     The audit personnel must hold relevant industry-recognized certifications such as
     - CISA (Certified Information Systems Auditor) - ISACA
     - CISM (Certified Information Security Manager) - ISACA
     - CISSP (Certified Information Systems Security Professional) - $(ISC)^2$
     - Any certification related to Aadhaar security guidelines or UIDAI-specific training is desirable.
   - 2.4. **Framework Knowledge:**

     The audit team must have working knowledge and experience with IT audit and governance frameworks such as COBIT, ISO 27001, and applicable UIDAI

regulations, including Aadhaar (Data Security) Regulations 2021 and Aadhaar Authentication Regulations.

2.5. Independence & Conflict of Interest:

The audit firm and its personnel must not have any direct or indirect conflict of interest with the Bank or its vendors. Additionally, directors/partners of the audit firm must not be related to any employee, director, or promoter of the Bank.

2.6. Clean Track Record:

The auditor must not have any ongoing or past legal cases or regulatory actions that question their audit practices, especially with respect to any Aadhaar-based entities or prior audit engagements.

2.7. Rotation Policy:

The audit firm must not have conducted more than three consecutive ADV or Aadhaar-related audits for Canara Bank. Follow-on compliance or closure audits will not be considered as part of successive audits.

2.8. Consulting Restrictions:

The auditor must not have been engaged in any consulting or implementation projects with Canara Bank's application teams using Aadhaar, ADV, or related infrastructure during the last three years.

2.9. Physical Verification Records:

The auditor shall maintain detailed records of all physical/verifiable checks carried out during the audit, including:

- Names and qualifications of audit personnel
- Dates of system visits
- Captured artefacts, system logs, and database samples
- Evidence related to UIDAI compliance and ADV functioning

These records must be retained securely for a minimum period of three years for future verification.

2.10. Disqualification Clause:

If the bidder fails to deploy a qualified and compliant auditor during the audit period, the Bank reserves the right to disqualify the firm, and no payments will be released for the assignment.

2.11. Tentative list of applications using Aadhar Data Vault in our Bank systems are approximately 28 (Bank reserves the right to increase / decrease the number of applications for the audit.

We comply with each point mentioned above without any deviations.

Date:	**Signature with seal** **Name:** **Designation:**

Annexure-II

Bill of Material

Sub: RFQ 012/2026-27 dated 04/06/2026 for IS Audit of Aadhar Data Vault.

[Amount in Rupees]

Sl. No	Assessment	Cost Price			
		Price (Excl. of Tax)	Tax for Column A		Price (Incl. of Tax)
		A	B % of tax	C Tax Amt	D =A+C
1.	For IS Audit of Aadhar Data Vault				

We comply with each point mentioned above without any deviations.

Date:	**Signature with seal** **Name:** **Designation:**

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Annexure-III

Payment Term and Other Conditions

Sub: RFQ 012/2026-27 dated 04/06/2026 for IS Audit of Aadhar Data Vault.

1. **Payment Terms** : Payment schedule will be as under:

Sl. No.	Payment Stage	% Of Payment
1.	After completion of Assessment of IS Audit of Aadhar Data Vault (as per Annexure-I, duly signed by the IS audit section, Inspection Wing, HO officials while claiming the payment.	100 %

2. **Delivery Timelines:**

   2.1. Audit Report, Risk Assessment Matrix, Recommendations and Remediation Plan, Compliance Checklist and a presentation of key findings and recommendations to Canara Bank's management team to be submitted within 02 months from the date of acceptance of the purchase order.

   2.2. Retest, remediation and submission of the Final audit report to be submitted within 03 months from the date of submission of the initial audit report

3. **Penalties/Liquidated Damages:**

   3.1. Penalties/Liquidated damages for delay in delivery timelines:

      3.1.1. Non-compliance of the above timelines will result in the Bank imposing penalty of 0.50% on delay per week or part thereof, on the invoice value.

      3.1.2. However, the total Penalty/LD to be recovered under this clause shall be restricted to 5% of the total value of the order.

   3.2. LD is not applicable for the reasons attributable to the Bank and Force Majeure.

4. In case of Multiple L1 Bidders, the Bank may reserve the right to re-negotiate with only the L1 tied bidders to determine a clear L1 by way of seeking revised sealed offers.

5. **Subcontracting:**

   The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required by the vendor under the contract without the prior written consent of the Bank.

6. **Deliverables:**

   6.1. Audit reports should be provided to Bank after completion of the subject assessment in PDF & Excel format along with Two hard copies (if required).

   6.2. Email and Phone support till final closure report is to be provided by the Auditor.

7. Order Cancellation/Termination of Contract:

7.1. The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 day's notice.

7.2. The Bank reserves its right to cancel the entire / unexecuted part of CONTRACT at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:

7.2.1. Delay in delivery beyond the specified period for delivery.

7.2.2. Serious discrepancies noted in the items delivered.

7.2.3. Breaches in the terms and conditions of the Order.

7.2.4. Non submission of acceptance of order within 7 days of order.

7.2.5. Excessive delay in execution of order placed by the Bank.

7.2.6. The Vendor/Service Provider commits a breach of any of the terms and conditions of the bid.

7.2.7. The Vendor/Service Provider goes in to liquidation voluntarily or otherwise.

7.2.8. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.

7.2.9. The progress made by the Vendor/Service Provider is found to be unsatisfactory.

7.2.10. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.

7.3. Bank shall serve the notice of termination to the Vendor/Service Provider at least 30 days prior, of its intention to terminate services.

7.4. In case the Vendor/Service Provider fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the Vendor/Service Provider by giving 7 days' prior notice to the Vendor/Service Provider.

7.5. After the award of the contract, if the Vendor/Service Provider does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the Vendor/Service Provider is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.

7.6. The Bank reserves the right to recover any dues payable by the Vendor/Service Provider from any amount outstanding to the credit of the Vendor/Service Provider, including the pending bills and security deposit, if any, under this contract.

7.7. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the Vendor/Service Provider towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.

7.8. Notwithstanding the existence of a dispute, and/ or the commencement of negotiation and mediation proceedings, Vendor/Service Provider should continue the services. Vendor/Service Provider is solely responsible to prepare a detailed Reverse Transition plan.

7.9. The Bank shall have the sole decision to determine whether such plan has been complied with or not. Reverse Transition mechanism would include services and tasks that are required to be performed/ rendered by the Vendor/Service Provider to the Bank or its designee to ensure smooth handover and transitioning of the Bank's deliverables

8. Defect Liability:

In case the product/items/service provided by the Vendor is found to be defective or do not achieve the targeted performance as specified herein or with bugs within the period of the contract, the Vendor shall forthwith replace such defective service at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per contract terms.

9. Indemnity:

9.1. VENDOR shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:

9.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by VENDOR.

9.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by VENDOR.

9.1.3. Fines, penalties, or punitive damages levied on Bank resulting from supervisory actions due to breach, default or non-performance of undertakings, warranties, covenants, or obligations by the Vendor/Service Provider.

9.2. Vendor/Service Provider shall be liable for any loss caused to the bank due to any willful negligence /malpractice by the Vendor/Service Provider or any of its officers, employees, agents or representatives which is found to be a causative factor for any fraud in spite of liability under the relevant statute, civil and/ or criminal as the case may be, for any malicious acts, negligent acts, wrongful acts, fraudulent acts and/ or offline transactions committed (including those committed by any of its employees, agents and/or representatives) in the performance of the

Services under this Agreement and shall not be deemed to be acting on or behalf of the Bank in any manner whatsoever to the extent of such acts and/ or transactions.

9.3. VENDOR's aggregate liability shall be subject to an overall limit of the total Cost of the project.

9.4. VENDOR shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution supplied by them.

9.4.1. All indemnities shall survive notwithstanding expiry or termination of the contract and Vendor shall continue to be liable under the indemnities.

9.4.2. The limits specified in below clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.

9.4.3. All Employees engaged by VENDOR shall be in sole employment of VENDOR and the VENDOR shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the Vendor.

10. Roles & Responsibility during Project Implementation:

10.1. All tools, tackles, testing instruments, consumables, vehicles, etc., as required during all operations such as transport, installation, testing, commissioning maintenance during contract period, if any shall be provided by the vendor at no extra cost to the Bank for completing the scope of work as per this purchase order.

10.2. The vendor shall take all steps to ensure safety of vendor's and the Bank's personnel during execution of the contract and also be liable for any consequences due to omission or act of the vendor or their sub-vendors.

10.3. In case of any damage of Bank's property during execution of the work is attributable to the vendor, vendor has to replace the damaged property at its own cost.

11. Responsibilities of the vendor:

11.1. The vendor has to inform change in the management of the company, if any, to the Bank within 30 days from the date of such change during contract period.

11.2. The Bank will call for Audited Balance Sheet of the vendor at any point of time during contract period and the vendor shall provide the same.

11.3. The vendor shall submit updated Escalation Matrix for the product/services on Half-Yearly basis as at the end of 31st March and 30th September during contract period.

12. Responsibility for Completeness:

12.1. The vendor shall ensure that the Solution/service provided [Hardware/Software etc.] meets all the technical and functional requirements as envisaged in the scope of the order.

12.2. The vendor shall deliver, install, configure the supplied Solution/service as per technical specification and Scope of Work described elsewhere in the order and arrange for user level demo at vendor's cost as per accepted time schedules. The vendor is liable for penalties levied by Bank for any deviation in this regard. The vendor shall provide for all drivers/software required to install, customize and test the system without any further charge, expense and cost to Bank.

12.3. The vendor shall be responsible for any discrepancies, errors and omissions or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the bank or not. The vendor shall take all corrective measures arising out of discrepancies, error and omission other information as mentioned above within the time schedule and without extra cost to the bank.

13. Inspection of Records:

Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records provided to the Bank under this order and the vendor shall extend all cooperation in this regard.

14. Negligence:

In connection with the work or contravenes the provisions of General Terms, if the vendor neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the vendor calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the vendor liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the vendor.

15. Publicity:

Any publicity by the vendor in which the name of the Bank is to be used will be done only with the explicit written permission of the Bank.

16. Amendments to the Purchase Order:

Once purchase order is accepted by the vendor, no amendments or modifications of order and no waiver of any of the terms or conditions thereof shall be valid or binding unless made in writing and mutually agreed by the parties.

17. Pricing & Payments:

17.1. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted is fixed for entire contract period.

17.2. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.

18. SUB-CONTRACTING:

18.1. VENDOR shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the VENDOR under the contract without the prior written consent of the BANK.

18.2. Notwithstanding the above or any written consent granted by the Bank for subcontracting the services, the Vendor/Service Provider alone shall be responsible for performance of the services under the contract.

19. Liability of the Vendor:

19.1. Bank shall hold the vendor, its successors, assignees and administrators fully liable against loss or liability, claims, actions or proceedings, arising out of non-fulfillment of any obligations under this contract and such liability of the vendor will be restricted to the actual amount of the contract.

19.2. However, the Vendor would be given an opportunity to be heard by the Bank prior to making of a decision in respect of such loss or damage.

20. Adherence to Banks IS Security/Cyber Security policies:

20.1. Vendor/Service Provider shall comply with Bank's various policies like Information Security policy and Cyber Security Policy, Internet Policy, Information System Audit Policy, E-Mail policy and Guidelines.

20.2. In case of any security incident including but not limited to data breaches, denial of service, service unavailability, etc., the vendor/Service Provider shall immediately report such incident to the Bank.

21. CONFIDENTIALITY AND NON-DISCLOSURE:

21.1. The vendor/service provider acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, data, papers, statements, any business / customer information, trade secrets and process of the Bank relating to its business practices in connection with the performance of services under this Agreement or otherwise, is deemed by the Bank and shall be considered to be confidential and proprietary information ("Confidential Information"), and shall not in any way disclose to anyone and the same shall be treated as the intellectual property of the Bank. The Service Provider shall ensure that the same is not used or permitted to be used in any manner incompatible inconsistent with that authorized procedure/ practice by the Bank. The Confidential Information will be safeguarded, and the Service Provider will take all necessary action to protect it against misuse, loss, destruction, alteration, or deletion thereof. Any violation of the same will be liable for action under the law.

21.2. VENDOR/ SERVICE PROVIDER shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other

than for the purpose of project execution. VENDOR/ SERVICE PROVIDER shall suitably defend, indemnify BANK for any loss/damage suffered by BANK on account of and to the extent of any disclosure of the confidential information.

21.3. No Media release/public announcement or any other reference to the Contract/RFP or any program there under shall be made without the written consent of the BANK, by photographic, electronic or other means.

21.4. Provided that the Confidentiality Clause may not be applied to the data or information which;

a) Was available in the public domain at the time of such disclosure through no wrongful act on the part of VENDOR/ SERVICE PROVIDER.

b) Is received by VENDOR/ SERVICE PROVIDER without the breach of this Agreement.

c) Is required by law or regulatory compliance to disclose to any third person.

d) Is explicitly approved for release by written authorization of the Bank.

21.5. Service Provider to ensure confidentiality of customer data and shall be liable in case of any breach of security and leakage of confidential customer related information

21.6. The vendor/service provider may disclose only the following types of data to the bank's customers and/or third parties with prior written consent of the bank: financial data, sensitive personal data, and other information explicitly permitted by the bank. All disclosures must comply with applicable laws, RBI regulations and guidelines. Prior written consent from the bank is required for any other disclosures, and detailed records of all shared data must be maintained by the service provider and shall be provided to the bank as and when required by the bank.

THESE CONFIDENTIALITY OBLIGATIONS SHALL SURVIVE THE TERMINATION OF THIS CONTRACT AND THE VENDOR/ SERVICE PROVIDER SHALL BE BOUND BY THE SAID OBLIGATIONS.

22. <u>Protection of Data:</u>

22.1. Vendor/Service Provider warrants that at all times, when delivering the Deliverables and/or providing the Services, use appropriate procedures and care to avoid loss or corruption of data. However, in the event that any loss or damage to Bank data occurs as a result of Vendor/Service provider's failure to perform its responsibilities in the RFP/ Gem Bid/ PO/Agreement, Vendor/Service Provider will at Bank's request correct or cause to be corrected any loss or damage to Bank data. Further, the cost of any corrective action in relation to data loss of any nature will be borne by Vendor/Service Provider, if such loss or damage was caused by any act or omission of Vendor/Service provider or its officers, employees, contractors or agents or other persons under Vendor/Service provider control.

22.2. Where the terms of the RFP/Gem Bid/PO/Agreement require any data to be maintained by the Bank, the Bank agrees to grant, Vendor/Service provider such access and assistance to such data and other materials as may be required by Vendor/Service Provider, for the purposes of correcting loss or damage to Bank data. If any data to be shared between the Bank and Vendor/Service provider for the purpose of the contract, the same shall be shared through secured channels in an encrypted manner. The Vendor/ Service Provider shall process the relevant data at _____ (furnish the location). If the Vendor/ Service Provider proposes any change in data processing location, the same shall be notified to the Bank before the change of location. Vendor/Service provider is required to adhere to RBI guidelines for storage of data in India as per regulatory requirements/instructions, also to provide complete details of data captured, processed and stored, maintain confidentiality of the bank's and its customer's data and report same to the bank. The data if any to be stored by the vendor shall be stored in an encrypted manner. Vendor/Service provider will be liable to bank for any event for security breach and leakage of data/information. No biometric data shall be stored/ collected in the system associated with the vendor, unless allowed under extant statutory guidelines. The vendor shall have a structured process in place for secured removal/disposal/destruction of data and the details of the same shall be provided to the Bank as and when required by the bank.

22.3. Data privacy and security of the customer's personal information shared by the Bank shall always be ensured by Vendor/Service Provider. The personal information of customers shall not be stored and processed by the vendor except certain basic minimal data (viz. name, address, contact details of the customer etc.) as required for the performance of its obligations under this Agreement.

22.4. Vendor/Service Provider shall ensure compliance with all applicable law in relation to the services under this agreement and any modifications/changes in the applicable Law by Legislators and/or regulators during the currency of the agreement.

22.5. Vendor/Service Provider shall comply with all Data Protection Laws applicable in relation to the services under this agreement and shall ensure that any data provided by the Party under this Agreement is treated as confidential.

22.6. For the Purpose of this clause, "Data Protection Laws" means all directives, statutes, regulations, orders, decrees, decisions, or any other like legal instrument (whether enacted in India or any other relevant jurisdiction) which pertain to the protection of privacy and confidentiality of Personal Data including Digital Data Protection Act, 2023, Information Technology Act, 2000, and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, as amended from time to time.

22.7. The Service provider shall ensure compliance with any modifications/changes in the applicable Law by Legislators and/or regulators during the currency of the contract and the contract shall be subject to the applicable law. If any

modifications are required in existing applications/services due to change in the applicable Law by the Legislator and/or regulators, the Service provider shall make the necessary changes as per the instructions of the Bank. Payment terms for the modifications/changes necessitated due to change in applicable law shall be mutually agreed between the Bank and the Service provider. For this purpose "Applicable Law" means all the (a) applicable provisions of the constitution, treaties, statutes, laws (including the common law), codes, rules, regulations, ordinances, or orders of any Government Authority of India, Regulators; (b) orders, decisions, injunctions, judgments, awards, decrees, etc., of any Government Authority, Regulators including but not limited to rules, regulations, guidelines, circulars, Frequently Asked Questions (FAQs) and notifications issued by the RBI from time to lime; and (c) applicable international treaties, conventions and protocols that become enforceable from time to time.

23. SOCIAL MEDIA POLICY:

23.1. No person of the Bank or the Vendor/Service Provider and third parties shall violate the Social Media Policy of the Bank.

23.2. The following acts on the part of personnel of the Bank or Vendor/Service Provider and third parties shall be construed as violation of Social Media Policy:

23.2.1. Non-adherence to the standards/guidelines in relation to Social Media Policy issued by the Bank from time to time.

23.2.2. Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of social media related systems and procedures.

23.2.3. Any unauthorized use or disclosure of Bank's confidential information or data.

23.2.4. Any usage of information or data for purposes other than for Bank's normal business purposes and / or for any other illegal activities which may amount to violation of any law, regulation or reporting requirements of any law enforcement agency or government body.

We comply with each point mentioned above without any deviations.

Date:	**Signature with seal** **Name:** **Designation:**