

Information Security Management System (ISMS) Policy

Mercantile Bank Limited is one of Bangladesh's leading private commercial banks, offering a wide range of financial and banking services with prominence since 1999. In this technologically advanced society, Mercantile Bank is also providing digital banking services to its customers extensively. In today's world, we rely entirely on information and communication technology for efficient operations and business. As a result, the matter of ICT risks and the necessity of being aware of them arises.

Because of the nature and magnitude of the transactions it performs, the banking sector is one of the most vulnerable sectors in terms of information security. This increases the potential threats and risks and based on that any Information System might suffer.

ICT risk is one of the top six risks to be present in the financial sector, according to the Bangladesh Bank. In this regard, Mercantile Bank aspires to achieve ISO 27001 certification as it is the most esteemed regarding information security. In accordance with regulatory guidelines, Mercantile Bank Limited has started its journey to achieve the ISO 27001 certificate, and the creation of the Information Security Management System (ISMS) policy is a part of this quest.

Mercantile Bank Limited is committed to ensure the protection of consumer data and information assets, through a rigorous process of due diligence in identifying visible and underlying threats. We are taking appropriate actions against the ICT risks and considering the cyber security of the whole organization.

In this process, Mercantile Bank Limited realizes the importance of legal compliance with the prevailing local laws, rules, and regulations, as well as the globally agreed standard, requirements, and regulations when applicable to its Information Security Management System (ISMS).

With a view to achieving Confidentiality, Integrity, and Availability of information, Mercantile Bank Limited has initiated and implemented Information Security Management System (ISMS) in the organization. ISMS will play a significant role in achieving a level of security standard that fulfils the applicable requirements, satisfying the needs and expectations of its stakeholders and continuously improving its ability to protect valuable information.

This policy is endorsed by the top-level management of Mercantile Bank Limited and communicated to all parties relevant to its Information Security.

Date: March 03, 2022


Managing Director & CEO
(Mercantile Bank Limited)