

FirstBank Ghana Cookies Policy Statement

This Policy explains how cookies are used Enterprise-wide on FirstBank Ghana Limited website(s).

Introduction

When you browse our website, we use cookies to ensure a seamless user experience across all the functions you access. The contents of this page are meant to explain to you in clear terms what cookies mean and how we use them on our site.

What are Cookies?

A “cookie” is a small text file that is stored on your computer, tablet, or phone when you visit a website. Some cookies are deleted when you close your browser. These are known as session cookies. Others remain on your device until they expire, or you delete them from your cache. These are known as persistent cookies and enable us to remember things about you as a returning visitor.

Types of Cookies

Cookies are used in the following ways on our website:

| Type | Description |
|----------------------------------|--|
| Necessary or Session Cookies | These cookies are essential for you to browse the Bank’s website and use its features, such as accessing secure areas of the site. |
| Performance or Analytics Cookies | These cookies collect information about how you use the Bank’s website, like which pages you visited, and which links you clicked on. None of this information can be used to identify you. It is all aggregated and, therefore, anonymized. Their sole purpose is to improve website functions. |
| Functional Cookies | These cookies allow the Bank’s website to remember choices you have made in the past, like what language you prefer, what region or what your username and password are so you can automatically log in. |
| Marketing Cookies | These cookies track your online activity to help the Bank deliver more relevant advertising or to limit how many times you see an ad. |

What We Use Cookies For

We use cookies to optimize your user experience when you browse our website. If you register a profile with us, we will use cookies to manage the signup process and general administration and manage your browser session while you are logged in.

Session cookies are always deleted when you log out. Persistent cookies, on the other hand, remain on your device after you log out to help you remember your site preferences and provide a more personalized experience when you return to our website.

We use cookies (and other similar technologies) to:

- Provide products and services that you request and to provide a secure online environment.
- Manage our marketing relationships.
- Improve the performance of our services.
- Help us decide which of our products, services and offers may be relevant for your need.

- Give you a better online experience and track website performance.
- Help us make our website more relevant to you.

Turn Off or Opt-Out of Cookies

You can manually disable cookies on your computer and devices or delete existing cookies.

Disabling cookies may restrict your browsing experience on FirstBank Enterprise-wide websites to important features such as logging in to your profile, navigating webpages etc. FIRST Bank Ghana Limited does not share cookie information with any other website, nor do we sell this data to any third party without your consent.

More Information

Hopefully, this has clarified things for you. As was previously mentioned, if there is something you aren't sure you need, it is usually safer to leave cookies enabled in case it does interact with one of the features you use on our site. Please feel free to contact us if you have any questions.

(Firstolutions@firstbankgroup.com).