



FIRSTBANK GHANA LIMITED

COOKIE/PRIVACY STATEMENT

Privacy Cookie Banner

We take your privacy seriously and only process your personal information to make your experience better while you use this website. In accordance with Ghana Data Protection Act, and any applicable regulations, continuing to use this platform indicates your consent to the processing of your personal data by FirstBank Ghana Limited as detailed in our [Privacy Policy](#)

Our site also uses cookies to enhance your experience while you are here. You can modify your preference using the option below. For more detailed information about the cookies we use, see our [Cookie Policy](#)

Accept All

Reject All

Cookie Preference

After the user clicks on Modify Preference, this should appear:

<input type="checkbox"/> Strictly Necessary	Always Enable
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- ❖ Necessary cookies are absolutely essential for the website to function properly. This category only includes cookies that ensures basic functionalities and security features of the website. These cookies do not store any personal information.

<input type="checkbox"/> Non-necessary	Disable (Allow users to choose)
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- ❖ Any cookies that may not be particularly necessary for the website to function and is used specifically to collect user personal data via analytics, ads, other embedded contents are termed as non-necessary cookies.

E.g.

Marketing Cookies

☐ Enable

These cookies are used to target advertising to a user. They are often served by third-party companies and track a user across websites.

Note: Any user that ticks the box consents to marketing cookies running within the website

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

Cookie Statement

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. FirstBank 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 are not 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. (Firstsolutions@firstbankgroup.com).