



RECRUITMENT PRIVACY NOTICE

At Zenith Bank (Ghana) Ltd (“we”, “us”, “our”), we are committed to protecting and respecting your privacy. This privacy notice explains how we collect, use, and protect the personal data you provide when applying for a job with us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

Zenith Bank (Ghana) Ltd, as the Data Controller, is responsible for the safekeeping of your personal data during the recruitment process. This means we determine how your data is collected, stored, and used in accordance with your consent and the Ghana Data Protection Act, 2012. (Act 843).

When you apply for a job opening posted by us, the provisions of this Privacy Notice will apply to our processing of your personal data in addition to our Privacy Notice published on our website.

When you apply for any Zenith Bank Ghana job opening via the application function on a job site or similar online service provider (“Partner”), you should note that the relevant Partner may retain your personal data and may also collect data from us in respect of the progress of your application. Any use by the Partner of your data will be in accordance with the Partner’s Privacy Notice.

Definitions:

"Personal Data" means data about an individual who can be identified from that data, or from that data and other information in the possession of the Data Controller.

"Processing" Any operation or set of operations which is performed on Personal Data or sets of Personal Data, whether or not by automated means, including collection, receipt, recording, organisation, structuring, collation, storage; adaptation or alteration, updating, retrieval, consultation, use, dissemination, disclosure by means of transmission; or otherwise making available, alignment or combination, merging, restriction, erasure, destruction, and/or degradation.

"Data Controller" means the person or organization that determines the purpose and manner in which personal data is processed.

“Personal Data Breach” means an event or occurrence (including but not limited to a breach of security) leading to the accidental or unlawful destruction, loss, or damage,



alteration, disclosure of, or access to, Personal Data transmitted, stored or otherwise processed.

Information We Collect

We collect and process some or all of the following types of information from you:

- **Identity Information:** Name, ID number, date of birth, nationality, gender,
- **Contact Information:** Address, phone number, email address.
- **Professional Background:** CV/Resume, Cover letter, portfolio, Work history, education, qualifications, skills, certifications, and references.
- **Interview Data:** Notes from interviews, assessments or aptitude test results, your video or telephone interview in case your interview was performed through one of these means.
- **Background Check Information:** Results of criminal background checks, medical checks, educational background checks, checks with regulatory bodies, credit checks (if applicable), proof of eligibility to work in Ghana
- If you contact us, we may keep a record of that correspondence.
- A record of your progress through any hiring process that we may conduct.

How We Use Your Data

- **To assess your application:** We review your CV, other application information, and interview performance to evaluate your qualifications and suitability for the role.
- **To communicate with you:** We may use your contact details to send you information about your application status, interview schedules, or further steps in the recruitment process
- **To comply with legal obligations:** We may need to process certain personal data to meet legal or regulatory requirements (e.g., background checks)
- **To improve our recruitment process:** Your data may be used to analyse and improve our recruitment strategies.

Lawful Basis for Processing Your Data

Legitimate interest: We have a legitimate interest in processing your data to recruit the most suitable candidate for the position and improve our recruitment process.

Consent: We will ask you in advance for your consent to process your personal data for the purposes stated in this recruitment privacy notice.

Legal obligations: We process certain personal data to comply with applicable laws.

Automated Decision Making



Zenith Bank (Ghana) Ltd does not perform any automated decision making (including profiling) that results in legal consequences for you and/or which affects you in a similarly significant manner. Should this change in the future, we will notify you and update this privacy notice accordingly.

Sharing Your Data

Your personal data may be shared with the following parties:

- **Internal teams:** Departments, Managers, and HR Staff involved in the recruitment process.
- **Auditors:** Auditors from the Zenith Bank Group Head Office and External Auditors approved by the Bank of Ghana.
- **Third-party Service Providers:** If we use external agencies or software for background checks, assessment tests, or recruitment management, they will process your data on our behalf and in accordance with our instructions.
- **Legal or Regulatory Authorities:** If required by law or to protect our legal interests, we may disclose your data to regulatory bodies or law enforcement.

How We Store Your Data

We will only retain your personal information for as long as necessary to fulfil the purposes for which it was collected, including satisfying any legal, contractual, or reporting requirements.

- If you are offered a position, your data will be retained in your employee record.
- Data of unsuccessful job applicants may be retained for up to two years after the recruitment process has concluded unless you request its deletion earlier.
- Data of job applicants whose applications are pending (on hold) may be retained for up to five years unless you request its deletion earlier.

Data Security

We take the protection of your personal data seriously and have implemented appropriate technical and organisational measures to ensure your data is secure. This includes measures to prevent unauthorised access, disclosure, or loss of data during the recruitment process.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Your Rights



You have the following rights regarding your personal data:

- Request a copy of the information that we hold about you.
- Correct data that is inaccurate or incomplete.
- Restrict processing of your personal data.
- Have your data transferred to another organisation.
- Object to certain types of processing, like direct marketing or decisions made solely by automated means.
- Object to automated processing or profiling.
- Complain and pursue judicial review if we refuse your request under the rights of access without a clear and justifiable reason.

Complaints

If you have any questions about how we handle your personal data during the recruitment process, or if you believe that there has been a breach of our privacy policy and/or data privacy laws, you can request or exercise your rights by contacting us at:

- Zenith Bank

Name	Data Protection Supervisor
Address	Zenith Heights, No. 37 Independence Avenue (GA-030-7585) P.M.B. CT 393, Accra, Ghana
Telephone	0302660421 / 0531100068
Email	Dataprotectionsupervisor@zenithbank.com.gh

- Or the supervisory authority

Name	Data Projection Commission
Address	East Legon, Pawpaw Street, (GA-414-1469), Accra P.O. Box CT 7195, Accra
Telephone	+233256301533
Email	info@dataprotection.org.gh

Changes to This Privacy Notice

We may update this privacy notice from time to time to reflect changes in our recruitment practices or legal obligations. Any updates will be posted on our website.