

Recruitment Privacy Notice

At Zenith Bank (Ghana) Ltd (“we”, “us”), 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 is the data controller responsible for your personal data during the recruitment process. This means we determine how your data is collected, stored, and used in accordance with the Data Protection Act (DPA).

Where you apply for a job opening posted by us, these Privacy Notice provisions will apply to our processing of your personal data in addition to our other Privacy Notice which is on our website.

Where you apply for a 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.

Information We Collect

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

- **Identity Information:** Name, ID number, date of birth.
- **Contact Information:** Address, phone number, email address.
- **CV/Resume:** Work history, education, qualifications, skills, certifications, and references.
- **Application Information:** Cover letter, portfolio, or additional documents submitted during the application process.
- **Interview Data:** Notes from interviews, assessments or tests, 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)

- **Equal Opportunities Data:** Nationality, gender, ethnicity, disability status, and other diversity-related information for monitoring purposes. This includes information provided on our website, through an online job site, via email, in person at interviews and/or by any other method.
- 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: If we collect sensitive data (such as health information or equal opportunities data), we will seek your consent.

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

Automated Decision Making

As part of our recruitment process, we may use automated systems to assist with decision-making, such as filtering applications based on specific criteria (e.g., qualifications, skills, experience) or assessing the results of pre-employment tests. However, any decision as to

who we will engage to fill the job opening will be made by our staff to ensure fairness and accuracy.

We take appropriate measures to ensure that automated decision-making processes are fair, transparent, and in compliance with applicable data protection laws.

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.
- **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 retain your personal data for as long as necessary to complete the recruitment process.

- 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 organizational measures to ensure your data is secure. This includes measures to prevent unauthorized 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 rights of access without a clear and justifiable reason.

All the above requests will be forwarded should there be a third party involved in the processing of your personal data.

Complaints

If you have any questions about how we handle your personal data during the recruitment process, or if you wish to exercise your rights, please contact 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
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- 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.