



DATA PRIVACY POLICY

**GHANA DEPOSIT PROTECTION CORPORATION
(GDPC)**

PURSUANT TO SECTION 26(b) OF THE GHANA DEPOSIT PROTECTION ACT, 2016 (ACT 931) AS AMENDED BY THE GHANA DEPOSIT PROTECTION (AMENDMENT) ACT, 2018 (ACT 968), (TOGETHER REFERRED TO AS THE GDP ACT), THE GOVERNING BOARD OF THE GHANA DEPOSIT PROTECTION CORPORATION AT [] REGULAR BOARD MEETING HELD ON [], APPROVED THE FOLLOWING:

1. Introduction

The Ghana Deposit Protection Scheme was established by the Ghana Deposit Protection Act, 2016, Act 931 as amended by the Ghana Deposit Protection (Amendment) Act, 2018, (Act 968). The scheme seeks to protect a small depositor from loss incurred by the depositor as a result of the occurrence of an insured event. The object of the scheme is to support the development of a safe, sound, efficient and stable market-based financial system in Ghana, by ensuring prompt payout to insured depositors on the occurrence of an insured event.

Ghana Deposit Protection Corporation "GDPC" values and respects the privacy of the people we deal with. GDPC is committed to protecting your privacy and complying with the Data Protection Act 2012 (Act 843).

This Privacy Policy describes how we collect, hold, use and disclose your personal information, and how we maintain the quality and security of your personal information.

2. What is personal information?

"Personal information" means any information or opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable. In general terms, this includes information or an opinion that personally identifies you either directly (e.g. your name) or indirectly.

3. What personal information do we collect?

The personal information we collect about you depends on the nature of your dealings with us or what you choose to share with us.

The personal information we collect about you may include:

- a) name;
- b) mailing or street address;
- c) date of birth;
- d) email address; and
- e) phone number.

4. How do we collect your personal information?

We collect your personal information directly from you when you:

- a) interact with us over the phone;
- b) interact with us in person;
- c) interact with us online;
- d) participate in surveys or questionnaires;

- e) attend a GDPC event;
- f) subscribe to our mailing list; and
- g) apply for a position with us as an employee, contractor or volunteer.

5. Collecting personal information from third parties

In accordance with the provisions of the Ghana Deposit Protection Act, 2016 (Act 931) as amended by the Ghana Deposit Protection (Act) 2018 (Act 968) we may also collect your personal information from our member institutions, for example from Banks, Finance Houses, Savings & Loans Companies, Rural & Community banks and microfinance Companies or through publicly available sources . We collect your personal information from these third parties for the purposes of charging deposit insurance premium and to ensure quality, accuracy and fitness for purpose in the event of a payout.

6. How do we use your personal information?

We use personal information for many purposes in connection with our functions and activities, including the following purposes:

- a) payout to depositors;
- b) provide you with information or services that you request from us;
- c) deliver to you a more personalised experience and service offering;
- d) improve the quality of the services we offer;
- e) internal administrative purposes;
- f) marketing, subject to your consent in writing; and
- g) research purposes.

7. Disclosure of personal information to third parties

We may disclose your personal information to third parties in accordance with this Policy in circumstances where you would reasonably expect us to disclose your information. For example, we may disclose your personal information to:

- a) our third-party service providers (for example, our IT providers);
- b) our marketing providers;
- c) our professional services advisors.

We are also required in accordance with the Banks and Specialised Deposit Taking Institutions Act, 2016 (Act 930) to share information with the Bank of Ghana or its agents. This may be information received from our member institutions.

8. Transfer of personal information overseas

Some of the third-party service providers we disclose personal information to may be based in or have servers located outside of Ghana, including South Africa.

Where we disclose your personal information to third parties overseas, we will take reasonable steps to ensure that data security and appropriate privacy practices are maintained. We will only disclose to overseas third parties if:

- a) you have given us your consent in writing to disclose personal information to that third party; or
- b) we reasonably believe that:
 - i. the overseas recipient is subject to a law or binding scheme that is, overall, substantially similar to the Data Protection Act and
 - ii. the law or binding scheme can be enforced; or
- c) the disclosure is required or authorised by the orders of a Ghanaian court or under Ghanaian laws.

9. How do we protect your personal information

GDPC will take reasonable steps to ensure that the personal information that we hold about you is kept confidential and secure, including by:

- a) having a robust physical security of our premises and databases / records;
- b) taking measures to restrict access to only personnel who need that personal information to effectively provide services to you;
- c) having technological measures in place (for example, anti-virus software, fire walls); and
- d) Policies on Confidentiality and data Retention for operational purposes.

10. Online activity

Cookies

The GDPC website uses cookies. A cookie is a small file of letters and numbers the website puts on your device if you allow it. These cookies recognise when your device has visited our website(s) before, so we can distinguish you from other users of the website. This improves your experience and the GDPC's website(s).

We do not use cookies to identify you, just to improve your experience on our website(s). If you do not wish to use the cookies, you can amend the settings on your internet browser so it will not automatically download cookies. However, if you remove or block cookies on your computer, please be aware that your browsing experience and our website's functionality may be affected.

11. Retention of personal information

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable laws, for example record-keeping obligations.

12. How to access and correct your personal information

GDPC will endeavour to keep your personal information accurate, complete and up to date. If you wish to make a request to access and / or correct the personal information we hold about you, you should make a request by contacting us and we will usually respond within 5 working days. We will deal with such a request by following the procedure outlined below:

- a) Validate the request with you;
- b) Provide information available to the Corporation; and
- c) Dispatch information via Courier or pick up.

13. Links to third party sites

GDPC's website may contain links to websites operated by third parties. If you access a third party website through our website, personal information may be collected by that third party website. We make no representations or warranties in relation to the privacy practices of any third-party provider or website and we are not responsible for the privacy policies or the content of any third party provider or website. Third party providers / websites are responsible for informing you about their own privacy practices and we encourage you to read their privacy policies.

14. Inquiries and complaints

For complaints about how GDPC handles, processes, or manages your personal information, please contact 0302-739656. Note we may require proof of your identity and full details of your request before we can process your complaint.

Please allow up to 5 working days for GDPC to respond to your complaint. It will not always be possible to resolve a complaint to everyone's satisfaction. If you are not satisfied with GDPC's response to a complaint, you have the right to contact the Data Protection Commission at www.dataprotection.org.gh.

15. How to contact us

If you have a question or concern in relation to our handling of your personal information or this Policy, you can contact us for assistance as follows:

Email

info@gdpc.gov.gh

Contact number

0302-739656

Post

Attention: GDPC Data Protection Supervisor

Address: P.O. Box CT 9273, Cantonments Accra