

CHANNEL: FIRSTMONIE (NIGERIA)

Data Processing Consent

FirstBank is committed to protecting your privacy and being transparent about how we process your personal and financial information. To provide you with FirstMonie Wallet services, we require your consent to collect, use, store, and share such information.

Our processing of your information is guided by applicable laws, including the Nigerian Data Protection Act, 2023 (NDPA). We will process your personal and sensitive personal data under the terms outlined below:

- i. We will use your information to provide and manage your FirstMonie Wallet, verify your identity, prevent fraud, comply with AML/CFT regulations, support regulatory reporting, and deliver customer support.
- ii. If you provide information about others for service purposes, you confirm that you have obtained their consent for us to process their information in accordance with these terms.
- iii. We may share your information with FBN Holdings companies, FirstMonie agents, service providers, and approved third-party partners strictly to deliver wallet services or where required by law. Only the minimum necessary information will be shared.
- iv. We may obtain additional information about you from third parties when required to provide or improve our services.
- v. If your information is transferred outside Nigeria, we will apply appropriate safeguards to ensure an equivalent level of data protection as required under the NDPA.
- vi. We may retain your information after wallet closure, withdrawal of consent, or termination of our business relationship, as permitted for legal, regulatory, fraud-prevention, and legitimate business purposes.
- vii. You may request access, correction, deletion, or withdraw consent at any time, as well as exercise other privacy rights described in our Privacy Policy:
<https://www.firstbanknigeria.com/home/legal/privacy-policy/>

viii. If you have concerns or wish to exercise your privacy rights, please contact:

Telephone: 02012278000

Email: complaints@firstbankgroup.com, dataprotectionoffice@firstbankgroup.com

We will respond within 30 days.

You may also lodge a complaint with the Nigeria Data Protection Commission (NDPC):
info@ndpc.gov.ng

ix. You are deemed to have given your consent to the processing of your personal and sensitive personal data when you agree to these terms during FirstMonie Wallet onboarding.