



# COOKIE POLICY

## Version 1.0

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### *Confidentiality*

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## Document Control Sheet

### Version and Update History

Name	Version	Date
Public	Version 1.0	4th June 2024

### Change Control

The contents of this document are subject to change control.

### Document Review

This document is subject to continuous changes. In case there are no changes, then an annual review shall be performed.

## INTRODUCTION

This Cookie Policy explains how Fidelity Bank Nigeria ("Fidelity Bank", "we", "us", or "our") uses cookies and similar technologies on our website <https://www.fidelitybank.ng/> and other digital services (collectively, the "Service").

## ABOUT COOKIES

Cookies are small data files that are placed on your device (computer, phone, tablet, etc.) for record-keeping purposes when you visit a website. They are widely used to make websites work more efficiently and to provide information to the website owners. For the web, cookies function as a sort of short-term memory. They allow a website to "remember" little pieces of information between pages or visits and are saved in your browser. Web servers may identify and monitor users as they navigate between pages on a website and recognize users who return to the website by using cookies. Cookies can be classified as "session" or "persistent." A persistent cookie is a text file that is delivered from a web server to a web browser. The cookie is stored by the browser and doesn't expire unless the user deletes it before then. Conversely, a session cookie expires after the conclusion of the user session.

## HOW WE USE COOKIES

Cookies do not contain any information that personally identifies you, but personal information that we store about you may be linked, by us, to the information stored in and obtained from cookies. The cookies used on this website include those which are strictly necessary cookies for access and navigation, cookies that track usage (performance cookies). We may use the information we obtain from your use of our cookies for the following purposes:

- to track how you use our website, such as the pages you visit and the features you access. This information helps us improve the Service and provide a better user experience.
- to remember your preferences, such as your preferred language or location. This helps us personalize the Service for you.
- to analyze the use of our website - such as how many people visit us each day,
- in the administration of our website.

## COOKIES ON OUR WEBSITE

We use both SESSION COOKIES (These cookies are temporary and expire once you close your browser.) and PERSISTENT COOKIES (These cookies remain on your device for a longer period, the duration will depend on the specific cookie).

We have also grouped our cookies into the following categories, to make it easier for you to understand why we need them:

- a) **Functionality:** These cookies enable technical performance of our websites.
- b) **Performance/Analytical:** These cookies allow us to collect certain information about how you navigate the Sites. They help us to understand which parts of our websites are interesting to you and which are not as well as what we can do to improve them.
- c) **Advertising cookies:** These cookies track user behavior and delivers tailored ads through their web browser.

The types of cookies listed above collect the following personal data:

- Your Device Type
- IP Address
- Your Location history
- Browser History.

## THIRD PARTY COOKIES

We may use third-party Service Providers to monitor and analyze the use of our Service. The table below shows the third-party services that we use, their purpose, and the duration for which they will remain on your device.

S/N	COOKIE NAME	DESCRIPTION	DURATION	CATEGORY
1	CookieLawInfo-checkbox-analytics	This cookie is set by GDPR Cookie Consent plugin. The cookie is used to store the user consent for the cookies in the category "Analytics".	11 months	necessary
2	Viewed_cookie_policy	The cookie is set by the GDPR Cookie Consent plugin and is used to	11 months	necessary

		store whether / not user has consented to the use of cookies. It does not store any personal data.		
3	CookieLawInfo-checkbox-necessary	This cookie is set by GDPR Cookie Consent plugin. The cookie is used to store the user consent for the cookies in the category "Necessary".	11 months	necessary
4	CookieLawInfo-checkbox-functional	The cookie is set by GDPR cookie consent to record the user consent for the cookies in the category "Functional".	11 months	necessary
5	CookieLawInfo-checkbox-performance	This cookie is set by GDPR Cookie Consent plugin. The cookie is used to store the user consent for the cookies in the category "Performance".	11 months	necessary
6	CookieLawInfo-checkbox-others	This cookie is set by GDPR Cookie Consent plugin. The cookie is used to store the user consent for the cookies in the category "Other.	11 months	necessary
7	Netcore	Following code is required to be present on your website to enable Web Push Activity Tracking on Netcore Platform.	1 year	analytics
8	YouTube	CONSENT - YouTube sets this cookie via embedded YouTube videos and registers anonymous statistical data.	1 year	analytics

		<p>YSC - Youtube sets this cookie to track the views of embedded videos on Youtube pages.</p> <p>VISITOR_INFO1_LIVE - YouTube sets this cookie to measure bandwidth, determining whether the user gets the new or old player interface.</p> <p>VISITOR_PRIVACY_METADATA - YouTube sets this cookie to store the user's cookie consent state for the current domain.</p> <p>yt-remote-device-id - YouTube sets this cookie to store the user's video preferences using embedded YouTube videos.</p> <p>yt.innertube: requests - YouTube sets this cookie to register a unique ID to store data on what videos from YouTube the user has seen.</p> <p>yt.innertube: nextId - YouTube sets this cookie to register a unique ID to store data on what videos from YouTube the user has seen.</p> <p>yt-remote-connected-</p>	
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		devices - YouTube sets this cookie to store the user's video preferences using embedded YouTube videos.		
9	Facebook	Facebook sets this cookie to display advertisements when either on Facebook or on a digital platform powered by Facebook advertising after visiting the website.	1 year	advertisement
10	Google Analytics	<p>Google Analytics sets this cookie to store and count page views, store a unique user ID.</p> <p>Google Analytics sets this cookie to calculate visitor, session and campaign data and track site usage for the site's analytics report. The cookie stores information anonymously and assigns a randomly generated number to recognize unique visitors.</p> <p>Also to store information on how visitors use a website while also creating an analytics report of the website's performance. Some of the collected data includes the number of visitors, their source,</p>	1 year	analytics

		and the pages they visit anonymously.		
11	Google Tag Manager	Google Tag Manager sets the cookie to experiment advertisement efficiency of websites using their services.	1 year	advertisement
12	Elementor	The website's WordPress theme uses this cookie. It allows the website owner to implement or change the website's content in real-time.	1 year	necessary
13	Cloudflare	This cookie, set by Cloudflare, is used to support Cloudflare Bot Management.	1 year	necessary
14	DoubleClick	doubleclick.net sets this cookie to determine if the user's browser supports cookies.  Google DoubleClick IDE cookies store information about how the user uses the website to present them with relevant ads according to the user profile.	1 year	advertisement

## DISABLING COOKIES

You have the option to accept or reject usage of nonessential cookies when you visit our website. Should you wish to stop the usage of the nonessential cookies, you can delete such cookies associated with our website on your browser (see your browser Help for how to do this). **However, if you do not accept cookies, you may not be able to use some portions of our Service.**



## **CHANGES TO THIS COOKIE POLICY**

We may update this Policy from time to time. We will notify you of any changes by posting the new cookie Policy on this page. You are advised to review this cookie Policy periodically for any changes. Changes to this cookie Policy are effective as of the date it is made public.

## **CONTACT US**

If you have any questions about this Cookie Policy, please contact us via email [DataProtection&Privacy@fidelitybank.ng](mailto:DataProtection&Privacy@fidelitybank.ng) or by post to:

Data Protection Officer Fidelity Bank Plc  
2 Kofo Abayomi Street  
Victoria Island  
Lagos  
Nigeria.

However, if you are aggrieved by the decision, action, or inaction of the bank or any of its third-party processor you may lodge a complaint with the Commission via email at [dpo@ndpc.gov.ng](mailto:dpo@ndpc.gov.ng) or by post to:

Data Privacy Service Unit  
Nigeria Data Protection Commission  
No.12 Clement Isong Street,  
Asokoro,  
Abuja,  
Nigeria