INFORMATION SECURITY POLICY

At Access Bank (Ghana) PLC, the privacy and security of our customers' data is at the heart of our operations. We are committed to protecting the confidentiality, integrity, and availability of information through a risk-based, continuously improving security program.

Our Information Security Management System (ISMS) is established in accordance with the ISO/IEC 27001 standard, guided by global information security best practices and regulatory requirements including PCI DSS, and is designed as an enabling mechanism for managing cyber and information security risks across the Bank's infrastructure, operations, and services.

The ISMS is an bank-wide commitment and a shared responsibility, upheld by all employees and partners of the Bank. We are focused on the following objectives:

- ISMS 1 – Provide assurance of information systems resilience

- ISMS 2 – Improve security awareness culture

- ISMS 3 – Protect 100% of client confidential information

- ISMS 4 – Protect critical information assets and critical business processes relative to Access Bank's core business

Our information security policies and practices are reviewed and updated periodically to ensure effectiveness, adaptability to emerging threats, and alignment with business priorities and regulatory expectations.