

Citizens Financial Group, Inc. Job Applicant Data Privacy Policy

Effective Date: January 27, 2026

Your privacy is important to us. This Job Applicant Data Privacy Policy (“Policy”) describes how Citizens and its family of companies collect, use, and share the personal information of job applicants during the recruitment process. This Policy applies to the information we collect through our websites as well as information submitted to us from candidates (internal and external) who express an interest in working for Citizens or apply for a role. We use the term “personal information” to describe information that can be associated with you and can be used to identify you. Personal information does not include information that does not identify a specific person or that is publicly available. Your personal information may be processed, stored, or accessed outside the United States in order to support our Sites and Services.

Citizens uses artificial intelligence and other cutting-edge technologies responsibly to provide customer centric and innovative products and services. We remain committed to safeguarding personal information according to our Privacy Policies and Notices.

Citizens refers to Citizens Financial Group, Inc., and its family of companies, including Citizens Bank N.A., Citizens Securities, Inc., Clarfeld Financial Advisors, LLC (d/b/a Citizens Private Wealth), Estate Preservation Services, LLC, College Raptor, Inc., CFG Technology and Operations India Private Limited, and other banks or companies that may be acquired or established from time to time. Those companies may also conduct business under brand names including Citizens Access and Clarfeld Citizens Privacy Wealth.

This Policy supplements the Citizens Online Privacy Policy. Additional information regarding Citizens’ privacy practices can be found here: [Privacy Policy | Citizens \(citizensbank.com\)](https://citizensbank.com/privacy-policy). If you are job applicant, and also a California resident, you may have rights under the California Consumer Privacy Act of 2018, as amended by the California Privacy Rights Act of 2020 (collectively the “CCPA”). Please see our CCPA Policy and Notice below.

Categories of Personal Information We Collect

The categories of personal information that Citizens has collected in the preceding 12 months include:

- Personal identifiers, such as your name, preferred name, postal address, telephone number, online identifier (i.e., social media handles), email address, Social Security number, driver’s license number, passport number, date of birth, signature, state identification card number and employee number where currently employed by Citizens.
- We may collect fingerprints for the purposes of performing a background check as permitted by applicable law.
- Professional or employment-related information, such as your job application or resume, employment history, employment contract, references, information about skills and abilities, accomplishments and awards, training and development information, type of employment sought or other job preferences, including how you heard about the position.
- Non-public education information, such as your education history, education records (such as grades, transcripts, and class lists) and other information included in your resume or cover letter.
- Internet, device or electronic network activity information, such as Internet Protocol (IP) address and/or domain; type and version of Internet browser software and operating system you use; date, time, and duration of your website access; specific pages, buttons, images, videos, links, or forms that you access while visiting

the website; type of device (e.g. iPad, iPhone, Android); mobile carrier and/or Internet Service Provider; country of origin of your computer and the language(s) used by it.

- We also may collect personal information included in job interview notes, video interviews, digital interactions, responses to screening questions, assessment results and any other information you provide in connection with the recruitment process. Artificial Intelligence (AI) may be used to assist in the interview process; however, AI assistance is only used to generate data points from the transcripts of your interview recordings and/or progress through any required tasks. The AI does not consider your video data or any other information that could be taken from the recording.

Sources of Personal Information

We collect personal information you voluntarily provide to us when you apply to Citizens or when you otherwise contact us.

We may also collect information about you from other sources, such as:

- Recruiters.
- Prior employers and professional references.
- Educational institutions.
- Pre-employment screening and background check services.
- Credentialing and licensing organizations.
- Publicly available sources, such as public social media profiles on LinkedIn, X or Facebook.
- Your devices, such as when you visit our website.
- Other sources as directed by you.

Business Purposes for Collecting Personal Information

We use the categories of personal information above for the following business purposes:

- To assess your skills, qualifications, and interests against our career opportunities.
- To conduct background checks if you are offered a job.
- To communicate with you and inform you of career opportunities.
- To create and submit reports as required by law or regulation.
- To improve our recruitment process.
- To generally administer your recruitment and/or employment.
- To learn how the application and recruitment process impacts any customer relationships with any applicant.
- To comply with applicable law.

Disclosure of Personal Information

We may disclose your personal information for the business purposes described in this Policy with the following parties:

- **Affiliates and Subsidiaries:** We may disclose your personal information with our affiliates and subsidiaries.
- **Service Providers:** We may disclose your personal information with service providers, including SaaS service providers, such as recruiters, pre-employment screening services, background check providers, providers of digital interaction services, such as audio and audiovisual recordings of interviews or coaching sessions, challenges, tests, assessments, and trainings, and others. Artificial Intelligence (AI) may be used to assist in

the interview process; however, AI assistance is only used to generate data points from the transcripts of your interview recordings and/or progress through any required tasks. The AI does not consider your video data or any other information that could be taken from the recording.

- **Governmental Authorities:** As required by law or legal process, we may disclose your personal information with federal or state regulatory agencies, law enforcement, courts, and other governmental authorities.
- **Professional Advisors:** We may disclose your personal information with our professional advisors, such as auditors and law firms.
- **Parties Involved with Business Transfers:** We may disclose your personal information to third parties in the event we sell or transfer all or a portion of our business or assets (including in the event of a merger, acquisition, joint venture, reorganization, divestiture, dissolution, or liquidation).

Cookies

Cookies are small text files that are placed on your computer to distinguish you from other visitors to our Sites. The use of cookies helps us to improve your experience on our Sites by providing data on which of our Site's features and services are popular. The use of cookies is a standard practice. We or our third-party advertising service providers may place cookies or similar files on your hard drive. Certain web browsers can inform you every time a cookie is being sent to you and certain web browsers allow you to choose not to accept cookies. You can also delete cookies from your computer at any time. If you refuse cookies, the functionality of our website may be impacted or become non-functional. Since every browser and computer is different, you will need to follow your browser's instructions for disabling or deleting cookies.

Cookie Type	Description
Strictly Necessary	Strictly Necessary cookies are essential for the site to work properly and are used for functionality such as career site operation, navigation, saving visitor preferences, and allowing images to load. Strictly Necessary cookies cannot be disabled.
Functional	Functional cookies enable the site to provide enhanced functionality and personalization. They may be set by providers whose services have been added to career site pages. If users do not allow these cookies, the site and some features or services may not function properly.
Analytics	Analytics cookies are used to analyze and evaluate usage of the site so that we can measure and improve performance. Although analytics cookies allow us to gather specific information about the pages that you visit and whether you have visited our Sites multiple times, we cannot use them to find out details such as your name or address. We use Google Analytics in addition to session replay technology. For more information about Google Analytics, please refer to "How Google Uses Information From Sites or Apps that Use Our Services," which can be found at www.google.com/policies/privacy/partners/ , or any other URL Google may provide from time to time.
Marketing	Marketing cookies are used to understand visitor interests and to provide data for advertising purposes, including showing ads that are relevant to candidates. Citizens may work with third party online or mobile network advertisers that use cookies to help us manage advertising and measure its effectiveness. These cookies enable third-party ad networks to recognize a

Cookie Type	Description
	unique cookie on your computer or mobile device and may be placed by us or our network advertising firm that works with our third-party network advertiser. The information that is collected and shared by cookies may be linked to the device identifier of the device you are using to allow us to keep track of all the sites and mobile applications you have visited that are associated with the ad network.

How Citizens Retains Your Data

The length of time that we intend to retain your personal information will depend on a number of criteria, including (i) the length of time we are required to retain personal information in order to comply with applicable legal and regulatory requirements, (ii) the length of time we may need to retain personal information in order to accomplish the business purpose(s) for which such personal information is collected, used or disclosed (as indicated in this Policy), and (iii) whether you choose to exercise your right, subject to certain exceptions, to request deletion of your personal information. Personal information is retained in accordance with Federal, state and local law. We may also retain your personal information to consider you for other jobs for which you may be qualified.

If you accept employment with us, the information collected will become part of your employment record and will be used for employment purposes or otherwise as required or as permitted by law.

Protection of Your Personal Information

We take our responsibility to protect your information very seriously. We use commercially reasonable physical, technical, and procedural safeguards to secure your information from unauthorized use, access, alteration, or disclosure. However, the confidentiality of information transmitted over the internet cannot be guaranteed. Please only submit personal information to Citizens through secure channels such as online applications, over the phone, or as otherwise directed by a Citizens representative. Please be advised Citizens will never ask for you to send personal or financial information by, in response to, or via a link in an email or text. Do not provide sensitive personal information, such as your social security number or account number, in public forums, such as social media websites. Please carefully review the Terms of Use and Privacy Policies on these social media and other sites as they may be different than our own policies.

Please see our [Security](#) section for additional information.

Changes to This Policy

Please note that we will periodically make changes to this Policy. It is your responsibility to review this Policy frequently and remain informed about any changes to it, so we encourage you to visit this page often. Your continued use of our applicant services constitutes your acceptance of any amendments to and the most recent versions of this Policy.

California Consumer Privacy Act Notice

If you are a California resident covered by the CCPA, you have the following rights:

- **Right to Know and Access.** To request a disclosure of the categories of Personal Information that have been collected; the categories of sources from which the information was collected; the business or commercial purpose for collecting, selling, or sharing the Personal Information; the categories of third parties to whom the business discloses Personal Information; and access to the specific pieces of Personal Information Citizens has collected about you in a portable format.
- **Right to Request Deletion of Personal Information.** To request that Citizens delete Personal Information that we have collected from you, subject to certain exceptions provided under the CCPA.
- **Right To Correct Inaccurate Personal Information.** To request that Citizens correct any inaccurate Personal Information that it maintains about you.
- **Right to Opt-Out of the Sale of Personal Information or Sharing of Personal Information for Cross-Context Behavioral Advertising.** Our use of cookies or other tracking technologies for cross-contextual advertising purposes is deemed a "sale" or "share" of Personal Information under the CCPA.
- **Right of No Retaliation Following Opt-Out or Exercise of Other Rights.** To not be denied a product or service, charged a different price or rate, denied a discount or other benefit because the consumer exercised any of his/her rights under the CCPA.
- **Automated Processing.** Under certain circumstances, you have the right to object to a significant decision based solely on automated processing (i.e., without human intervention) unless that decision is required or authorized by law.
- **Right to Opt-Out of our Use of your Sensitive Personal Information (in certain instances and if permissible under applicable law).** We do not disclose sensitive personal information for purposes other than those which cannot be limited under applicable law.

How to Exercise Your Rights

In order to exercise your rights described above, please navigate to our online web portal available at [CCPA Privacy Rights Portal](#) or by calling us at 1-888-999-1927.

Please also note that prior to processing your request and to protect your personal information, Citizens will perform reasonable processes to verify your identity, which will require you to provide certain information for us to confirm against independent sources.

To authorize an agent to exercise your privacy rights on your behalf, your authorized agent can submit a request by calling 1-888-999-1927. We may require proof from your authorized agent, such as Power of Attorney and other information for verification of identity.

Contact Information

If you have any questions or concerns regarding your rights, call us at 1-888-999-1927.