

The image features a hand holding a knife, poised to cut into a handheld electronic device. In the background, a glowing yellow shield icon is centered within a circular, radar-like pattern of concentric arcs and radial lines. The overall aesthetic is high-tech and security-oriented, with a dark background and vibrant yellow highlights.

**ZIM
SWITCH**

DATA PRIVACY STATEMENT



1. OVERVIEW

Your privacy is paramount to us at Zimswitch Technologies (Pvt) Ltd, hereafter referred to as “Zimswitch.” This Data Privacy Statement explains how we collect, use, and safeguard your personal information when you interact with us through our physical premises at No. 3 Mulberry Close, Newlands, Harare, as well as our website [www.zimswitch.co.zw], social media platforms, and other communication channels.

2. COMPLIANCE

We are committed to upholding the highest standards of data protection in compliance with the Cyber and Data Protection Act (Chapter 12:07) and relevant guidelines. Our practices are designed to ensure that your personal data is handled lawfully, transparently, and with respect to your rights.

3. SCOPE

This Privacy Policy applies to all individuals who interact with Zimswitch, whether in person at our physical location, through our website, on social media platforms, or via any other touchpoints. This includes, but is not limited to, customers, partners, and visitors.



4. INFORMATION WE COLLECT

We may collect various types of personal information, including, but not limited to:

- **Personal Identification Information:** Name, email address, phone number, and physical address.
- **Transaction Details:** Information related to payments and services requested or provided.
- **Online Activity Information:** Data regarding your interaction with our website, including IP address, browser type, and pages visited.
- **Marketing and Communication Information:** Event registration, Newsletter subscriptions, Information requests, Query Logging.

5. HOW WE USE YOUR INFORMATION

Your information may be used for the following purposes:

- To provide, maintain, and improve our services.
- To communicate with you regarding your inquiries, transactions, and updates.
- To enhance user experience through personalized content and offerings.
- To comply with legal obligations and protect our rights.





6. CCTV SURVEILLANCE

For your safety and security, our physical premises are protected by CCTV surveillance. This monitoring helps us prevent unauthorized access, manage security risks, and ensure a safe environment for all our visitors and staff.

7. LEGAL BASIS FOR PROCESSING

We rely on various legal bases for processing your personal information, including:

- A. Consent: Where you have given us explicit permission to process your personal data for specific purposes.
- B. Contractual Necessity: To fulfill our contractual obligations to you when you engage with our services.
- C. Legal Obligations: To comply with applicable laws and regulations.
- D. Legitimate Interests: To pursue our legitimate interests, provided that such interests do not override your rights and interests.



8. INTERNATIONAL DATA TRANSFERS

Where cross-border data transfers shall occur, we ensure adequate protection in line with applicable laws, using:

- Standard Contractual Clauses (SCCs).
- Adequacy decisions by regulatory authorities.
- Other lawful mechanisms ensuring equivalent protection.

9. DATA SHARING AND DISCLOSURE

Zimswitch does not sell or rent your personal information. We may share your information under the following circumstances:

- With trusted service providers who assist us in operating our business and delivering our services, subject to strict confidentiality obligations.
- Required by law or to protect the rights and safety of Zimswitch, our users, or others.
- In connection with any merger, acquisition, or sale of all or a portion of our assets.

10. DATA SECURITY

We implement appropriate technical and organizational measures to safeguard your personal information against unauthorized access, loss, or misuse. However, please be aware that no data transmission over the internet can be guaranteed to be completely secure.

11. YOUR RIGHTS

You have the following rights concerning your personal information:

- The right to access and request copies of your personal data.
- The right to request corrections of inaccurate or incomplete data.
- The right to withdraw consent to processing, where applicable.
- The right to erasure, where applicable.
- The right to object to processing based on legitimate interests.

To exercise these rights, please contact us at the information provided below.





12. CHILDREN'S DATA

Our services are not directed at individuals under 18. We do not knowingly collect or process data of minors.

13. CONTACT US

If you have questions or would like to exercise your privacy rights, please contact:

The Data Protection Officer:

Zimswitch Technologies (Pvt) Ltd

Address: No. 3 Mulberry Close, Newlands, Harare, Zimbabwe

Email: info@zimswitch.co.zw

Phone: +263 (242) 746620

14. UPDATES TO THIS POLICY

We may update this Privacy Policy to reflect legal, regulatory, or operational changes. Updates will be posted on our website with the effective date clearly indicated.



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