



## PRIVACY POLICY

### BOTUSAFE INVESTMENTS PROPRIETARY LIMITED (BOTUSAFE)

#### 1. Audience

1.1. This policy applies to all visitors and members to our website.

#### 2. Glossary of Terms

2.1. Capitalised words in this Privacy Policy are as defined in the Data Protection Act, 2018 (Act No. 32 of 2018).

2.2. **Platforms** means all platforms used by Botusafe which are [\[facebook page, CLAS system, Sage HR Self Service, Papertrail, botusafe.co.bw website \]](#).

#### 3. Purpose of this Policy

3.1. We respect your privacy and take the protection of personal data seriously. The purpose of this Policy is to describe the way we collect, store, use and protect data that can be associated with a specific natural person and can be used to identify that person ("**Personal Data**").

##### 3.2. Personal Data:

###### 3.2.1. Includes

- a) Optional information such as your email and phone number that you voluntarily provide to us on our website for purposes of either, Loan Management, Partnership, Payroll Deduction Management and Other queries.
- b) additional data that you provide to Botusafe in the comments section on the Botusafe Platforms, especially in forms of discussion boards and using the comment features of blogs ("**comment data**").



- c) your IP address, information about the amount of data transferred, stored in access log files (“**usage data**”).
- d) first name, last name, date of birth, email address, country, job title, phone number, fax number, company name, and additional information that you provide when contacting us using our Websites, especially information provided in free text fields of contact forms (“**contact data**”).
- e) additional data that you provide to Botusafe while subscribing for any of Botusafe products and/or services etc. (“**subscription information**”);
- f) email address, phone number, name, company name and country provided when subscribing to a newsletter or other marketing information of Botusafe (“**direct marketing data**”).
- g) Personal Data sent by your web browser, i.e. information about your type of web browser, your operating system, and selected settings (e.g. language, region, font size, font types and other configuration) may be collected (“**browser data**”).

### 3.2.2. Excludes

- a) Information that has been made anonymous so that it does not identify a specific person;
- b) Permanently de-identified information that does not relate or cannot be traced back to you specifically; and
- c) Non-personal statistical information / data collected and compiled by us and information that you have provided voluntarily in open, public environments or forums including (without limitation) any blog, chat room, community, classifieds or discussion board. Since the information has



been disclosed in a public forum, it is no longer confidential and does not constitute personal information subject to protection under this policy.

#### 4. **Our Privacy Statement**

- 4.1. Recognition of the right to privacy including the right to protection against the unlawful collection, retention, dissemination and use of personal information is our commitment to you as our client, visitor and/or user (the “**user**”) of our Website and/or Botusafe Platforms. Our privacy statement is aligned to the principles of the Data Protection Act, 2018 (Act No. 32 of 2018) (“the **DPA**”) and you are referred to section 2 of the aforesaid Act, (“**Definitions**”) to appraise yourself with the meaning of all wording in capital letters or our Website Terms.
- 4.2. Botusafe in its role as ‘**data controller**’ appreciates your visit on our Website and interest in our company and our service offering. To ensure a high level of transparency and security, our privacy statement as set forth below will inform you about the nature, scope and purpose of any collection, use and processing of personal data transmitted to us via our Website or recorded by us.

#### 5. **Botusafe Platforms**

- 5.1. Our Website also references and includes links to Botusafe. As a rule, these are identified by stating the platform type and respective third-party Internet address or the company/product logo in such a platform. Botusafe has no influence whatsoever on the contents and design of websites of other providers linked to Botusafe Platforms. By referencing/linking these external websites we do not adopt their contents as our own.

#### 6. **Cookie Notice**

- 6.1. We may use various technologies to collect and store information / data when you interact with us via our Website and/or Botusafe Platform. Please refer to our **cookie policy** by clicking here for more information.



7. **Legal Basis for Processing**

7.1. We process Personal Data about you as a responsible party as described in this Privacy Policy, where such Processing is in our legitimate interests and in compliance with your privacy interests or fundamental rights and freedoms. Our legitimate interests typically include improving, maintaining, providing, and enhancing our technology, and services; and ensuring the security of the Website and Botusafe Platforms.

8. **Lawfulness of Processing**

8.1. We commit to Processing your Personal Data lawfully, within reason and in a manner that respects your right to privacy and aligned to the purpose for which it is Processed, taking into account the adequacy and relevance thereof at all times.

8.2. The lawfulness for the Personal Data Processing is the performance of a contract or, engaging with you on our website as a user and/or referring you to our associates. Using this Personal Information is required to ensure that we are able to provide you with the information or assistance you require from us. Without this personal data you will not be able to communicate, engage with or be referred to our associates.

9. **Transfer of Personal Information outside Botswana**

9.1. We will not transfer any personal data across a country border without complying with the provision of section 48 of the DPA and your prior written consent.

10. **Consent, Justification and Objections**

10.1. In so far that you have given the consent, Botusafe will also use your direct marketing data for marketing purposes, e.g., to send newsletters. The lawfulness for Processing your direct marketing data is our legitimate interest, e.g. to improve our communication, engagement, services, or your consent.



- 10.2. In so far that you have given the consent, we will also use your browser data for market research and the improvement of our Website Botusafe Platforms and services, and to improve your user experience. The lawfulness for Processing your browser data is your consent or our legitimate interest.
- 10.3. In so far that you have given the consent, we will also collect your usage data for statistical purposes, for the analysis of advertisement on our Website, Botusafe Platforms and for adapting the advertisement for our services to better match your interests. Log files are only used for statistical analysis of the visitors of our Website. The usage data is deleted after having been analysed. The lawfulness for Processing this usage data is for statistical purposes and is for our legitimate interest, e.g. internal organization, or your consent.
- 10.4. We will also use your usage data for internal system-specific purposes to secure our Website, Botusafe Platforms, and IT systems from malicious attacks by third parties. The lawfulness is a balancing of interests of the conflicting interests of the security of the IT systems on our part and your potentially conflicting interests in a non-processing of the usage data by us. Taking into account the security and organizational measures of the Processing of the usage data by Botusafe, we consider your rights and interests appropriately taken into account and protected.
- 10.5. Beyond these purposes, we use and Process your Personal Data only if you have expressly granted your prior consent thereto and if you have been informed about such purposes.

**Please note that:-**

- a) you can object, at any time for the Processing of your Personal Data irrespective of the purpose, on reasonable grounds (unless legislation allows for such Processing) by sending us an email [*Drafting note: Insert the email Address*], in a prescribed manner.
- b) providing the direct marketing data and browser data is optional. If you do not provide this Personal Information, you will not receive any direct



marketing information from us, and your data will not be used to improve your user experience and will not be used for statistical purposes; and

- c) Once we obtain the abovementioned objections, we will no longer Process your Personal Information.

## 11. **How Do we Use Your Personal Data**

### 11.1. We use your Personal Data:

- a) To improve our products and your experience on the company sites and/or Botusafe Platforms.
- b) Evaluate the use of the company sites, Botusafe Platforms, products and/or services.
- c) Analyse the effectiveness of our advertisements, competitions, and promotions.
- d) Personalise your website and/or platform use experience as well as evaluate (anonymously, and in the aggregate) statistics on website activity, such as what time you visited it, whether you have visited it before and what site referred you to it.
- e) Make the company sites and/or platforms easier to use and to better tailor the company sites, platforms and/or our products and services to your interest and needs.
- f) Help speed up your future activities and experience on the company sites and/or platforms. For example, a site can recognise that you have provided your Personal Data and will not request the same information / data a second time.
- g) Collect information / data about the device you are using and link this to your Personal Data so as to ensure that each company site and/or platforms presents the best web and/or platform experience for you.



- h) To contact you regarding products and/or services which may be of interest to you, provided you have given us consent to do so or you have previously requested a product or service from us, and the communication is relevant or related to that prior request and made within any timeframes established by applicable laws.
- i) To suggest products and/or services (including those of relevant third parties) which we think may be of interest to you.
- j) To offer you the opportunity to take part in competitions or promotions.
- k) To provide you with products and/or services that you request from us.
- l) To respond to your queries or comments.

11.2. Where we collect Personal Data for a specific purpose, we will not keep it for longer than is necessary to fulfil that purpose, unless we have to keep it for legitimate business or legal reasons. In order to protect information / data from accidental or malicious destruction when we delete information from our services we may not immediately delete residual copies from our products and/or services we may not immediately delete Personal Data from our backup systems.

11.3. **NOTE:** You can **opt out** of receiving communications from us at any time. Any direct marketing communications that we send to you will provide you with the information and means necessary to **opt out**.

## 12. Purpose

12.1. Our intention in collecting, Processing and using your Personal Data is to the extent required to:

- a) fulfil the respective purposes, being for Processing your contact data, comment data, subscription data, purchasing data and/or job application data etc.



- b) Providing products and/or services that you make use of using our website and/or Botusafe Platforms, these are amongst others, downloads, discussion boards, individual requests (e.g. using a contact form), blogs or other offerings of Botusafe.

13. **Further Processing**

13.1. Your Personal Data will be received by our personnel and/or associates and we commit to ensuring that the use of your Personal Data will be aligned to our Privacy Statement to you.

13.2. Your Personal Data will be Processed by personnel and/or associate of Botusafe in the respective departments, on a need-to-know basis:

- a) **Contact Data:** any departments that might be involved to Process your request.

14. **Comment Data:** marketing or the respective service offering departments that are responsible for operating the [Drafting note: Insert the name of the Company]'s Platforms. (facebook page, CLAS system, Sage HR Self Service, Papertrail, botusafe.co.bw website)

- b) **Direct Marketing Data:** marketing departments.
- c) **Browser Data and Usage Data:** marketing and the IT departments that are responsible for operating the Website and Botusafe Platforms.

14.1. Botusafe has contracted external data processing service providers to collect, Process, or use Personal Data on behalf its and according to the instructions of Botusafe. Such service providers support Botusafe, especially relating to hosting and operating the Website and Botusafe Platforms, marketing purposes, statistical analysis, improving the Website and Botusafe Platforms and sending our email newsletters. If these external companies have access to Personal Information the respective '*Data Protection Agreements*' are in place.





14.2. Beyond that, we do not forward your Personal Data to other third parties, unless we are obliged to do so by virtue of statutory provisions or order of any judicial or other public authorities or you have explicitly given your consent for that purpose. **In particular, your Personal Data will not be sold, leased, or exchanged.**

15. **Information sent by Email**

15.1. Provided that you have given Botusafe your Contact Data for communication or direct marketing purposes and consented to the receipt of advertising and newsletters, we will Process your Personal Data in order to communicate with you on the basis of your interests or to send you advertising and/or marketing information. **The legal basis for the Processing of Personal Data for direct marketing purposes is your consent or our legitimate interest in direct mail communication. You can revoke your consent at any time and object to Processing for direct marketing purposes at any time by clicking on “opt out”.**

15.2. **Providing your Contact Data for direct marketing purposes is voluntary. If you do not provide these to us, you will not receive any advertising from us.**

16. **Participation in Botusafe Platforms**

16.1. On our Website, we offer you the opportunity to participate in Botusafe Platforms. In order to use them, it may be necessary to enter certain Personal Data (email address, first name and last name, company name and country, contact number (“**Contact Data**”) to enable us to identify and, where appropriate, comply with the obligation to retroactively identify authors of illegal content. The details of this Contact Data are voluntary for you. **Please note that you may not be able to use Botusafe Platforms if you do not want to provide your Contact Data. This is associated with no further disadvantages.**

**Commented [a1]:** Botusafe will have to enter into agreements with 3<sup>rd</sup> parties to ensure that Personal Data will not be sold, leased or exchanged.



16.2. When participating in the Botusafe Platforms your Personal Data is not disclosed to other participants unless you have consented thereto in your user profile. In this context, our Website Terms pertaining to Platforms apply when registering for access to Botusafe Platforms.

**17. Data Protection for Minors**

17.1. The offers and services on this Website and/or Botusafe Platforms are not directed at children. We therefore assume that users and visitors of this Website are not minors and therefore we will not process any of the Personal Data pertaining to children should we become aware that a user or visitor to the Website is in fact a minor.

**18. Technical and Organizational Data Protection**

18.1. We implement the technical and organizational measures that are commercially reasonable in relation to the respective purpose of data protection, in order to protect the information provided by you against abuse and loss. Such data is stored in a secure operating environment that is not accessible to the public. In addition, each of our employees is instructed on data protection and obliged to enter into a confidentiality agreement.

**19. Our Security**

19.1. We take appropriate and reasonable technical and organizational measures to protect your Personal Data from loss, misuse, unauthorized access, disclosure, alteration, and destruction, taking into account the risks involved in the Processing of the Personal Data. For further information about our security practices and/or security of your Personal Data, you may contact us at Botusafe.

**20. Retention and Restriction of Records**

20.1. Your Personal Data will be kept by us as long as necessary to provide you with the requested service. If Botusafe Platforms no longer need your Personal Data



to comply with contractual or legal obligations, they will be deleted from our systems or anonymized accordingly so that identification is not possible, unless Botusafe has to keep the information, including your Personal Data, to comply with legal or regulatory obligations (e.g. statutory retention periods which may arise from the commercial laws or tax laws and may in principle be 5 to 10 years or, if during the statutory limitation periods, which are regularly 5 years, but may be up to 10 years, evidence must be secured).

## 21. Data Subject Rights

21.1. Under applicable law, you have the right under certain circumstances to: (i) request information about your stored Personal Data, (ii) rectification of your Personal Data, (iii) restriction of processing of your Personal Data, (iv) deletion of your Personal Data, (v) revocation of your consent for processing of your Personal Data and (vi) object to the processing of your Personal Data.

21.2. To exercise these rights, please contact our Data Protection Representative officer at: [[privacy@botusafe.co.bw](mailto:privacy@botusafe.co.bw)]. We respond to all requests we receive from users wishing to exercise their Personal Data protection rights in accordance with the DPA. We may ask you to verify your identity in order to help us respond efficiently to your request. If we receive a request from one of your contacts, we will either direct the contact to reach out to you, or, if appropriate, we may respond directly to their request.

21.3. You also have the right to file a complaint with the Information and Data Protection Commission at **[TO BE CONFIRMED]**.

21.4. Please feel free to direct any questions, comments, or complaints regarding this privacy statement or the privacy practices of Botusafe to our Data Protection Representative officer: [privacy@botusafe.co.bw](mailto:privacy@botusafe.co.bw).

## 22. Detail of Data Subject Rights

22.1. **Right to your Data:** - You have the right to ask us for confirmation of the Processing of your Personal Data in question and, if so, of your right to



information about such Personal Data. The right to information includes, among other things, the Processing purposes, the categories of Personal Data being processed and the recipients or categories of recipients to whom the Personal Data is disclosed. You may also have the right to receive a copy of the Personal Data that is the subject of the Processing. However, this right is limited in that, the rights of others may limit your right to receive a copy.

- 22.2. **Right to rectification:** – We encourage you to provide us with accurate information and where that information changes you may be entitled to request the correction of incorrect Personal Data concerning you or to update the Personal Data in our possession. In consideration of the purposes of processing, you have the right to request the completion of incomplete Personal Data, including by means of a supplementary statement.
- 22.3. **Right to restriction of Processing:** – Under certain circumstances, you have the right to demand that we restrict the processing of your Personal Data. In this case, the corresponding data will be marked and processed by us only for specific purposes.
- 22.4. **Right to revocation of consent:** – If you have given your consent for some data processing activities, in terms of Section 19 of the DPA, you may revoke your consent at any time in writing for legitimate grounds compelling you at that particular time.
- 22.5. **Right to object:** – For reasons arising from your particular situation, you have the right to object to the processing of Personal Data relating to you on the basis of Section 18 of the DPA for direct marketing and if you object, we will no longer process your Personal Data for purposes of direct marketing.

### 23. **Changes or Amendments to the Policy**

From time to time Botusafe will need to make amendments to this Policy which changes may be in response to changes in the applicable laws and regulations. If Botusafe seeks to make a material change to this Policy to allow use of Personal Data for a new, legitimate business purpose, Botusafe will document the change to



this Policy and send a notice to the user of change/s to the Policy and procedures in order for you as the user to review the updated Policy.