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## Privacy Statement

### Insurance and Pensions Commission (IPEC), Zimbabwe

The Insurance and Pensions Commission (IPEC) is committed to protecting the privacy and security of personal information entrusted to us. This Privacy Statement explains how IPEC collect, use, store, share, and safeguard personal data in compliance with the **Cyber and Data Protection Act [Chapter 12:07] of Zimbabwe** and other applicable laws.

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#### 1. Personal Data We Collect

In the course of fulfilling our statutory mandate, the Commission may collect and process the following categories of personal information:

- Identification details (e.g., full name, national ID/passport number, date of birth).
  - Contact details (e.g., phone number, email address, physical address).
  - Employment and professional details (for regulated entities and license applicants).
  - Financial or pension-related information (as provided for regulatory purposes).
  - Records of communication with IPEC (letters, emails, phone calls, or submissions).
  - Website usage data (e.g., IP address, device information, cookies where applicable).
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#### 2. Purpose of Data Collection

Personal data is collected and processed strictly for lawful purposes, including:

- Regulating and supervising the insurance and pensions industry.
- Licensing and registration, monitoring, and enforcing compliance of regulated entities.

- Processing applications, complaints, or inquiries from stakeholders.
  - Conducting inspections, investigations, and audits.
  - Facilitating stakeholder communication and engagement.
  - Complying with statutory and legal obligations.
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### **3. Lawful Basis for Processing**

IPEC processes personal data based on the following legal grounds:

- Compliance with statutory and regulatory obligations.
  - Performance of a public function in the interest of effective regulation.
  - Consent of the data subject, where required.
  - Protection of legitimate interests provided these do not override the rights of data subjects.
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### **4. Data Sharing and Disclosure**

IPEC does not sell personal data. However, personal information may be shared with:

- Government ministries, regulators, or statutory bodies where required by law.
  - Law enforcement or investigative authorities upon lawful request.
  - Third-party service providers engaged by IPEC, subject to strict confidentiality and data protection agreements.
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### **5. Data Storage and Retention**

- Personal data is stored securely using appropriate technical and organizational measures.
  - Data is retained only for as long as necessary to fulfil regulatory or legal requirements, after which it is securely destroyed or anonymized.
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### **6. Data Subject Rights**

In line with the **Cyber and Data Protection Act**, individuals have the right to:

- Access their personal data held by IPEC.
- Request correction or updating of inaccurate or incomplete data.

- Request deletion of data where it is no longer required by law or regulation.
- Object to the processing of data in certain circumstances.
- Withdraw consent where processing is based on consent.

Requests to exercise these rights can be submitted to IPEC through the contact details provided below.

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## **7. Data Security**

IPEC employs administrative, technical, and physical safeguards to protect personal data against unauthorized access, disclosure, alteration, or destruction. Measures include access controls, encryption, secure storage, and staff awareness training.

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## **8. International Data Transfers**

Where personal data must be transferred outside Zimbabwe, IPEC ensures that appropriate safeguards are in place in line with the Cyber and Data Protection Act.

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## **9. Updates to this Privacy Statement**

This Privacy Statement may be reviewed and updated periodically to reflect changes in legislation, technology, or IPEC's practices. Updated versions will be published on IPEC's official platforms.

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## **10. Contact Information**

For any questions, concerns, or to exercise your data protection rights, please contact:

### **The Data Protection Officer**

Insurance and Pensions Commission (IPEC)

160 Rhodesville Avenue

Greendale

Harare

Zimbabwe

Tel: +263 (242)443358/59/61/443322/444333, +263772154281/2/3/4

Email: [dpo@ipec.co.zw](mailto:dpo@ipec.co.zw)

Website: <https://www.ipec.co.zw>

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