

## PROTECTION OF PERSONAL NOTICE

Westlife Insurance Botswana (Pty) Ltd ("we" or "us") respects your privacy and we use this notice to explain clearly how we process your personal data. Your trust matters to us, so we make sure you understand what data we collect, why we use it, your rights, who we may share it with, and how you can contact us with any questions

## THE PERSONAL DATA WE COLLECT IN THIS FORM AND WHY

Personal data is information that is capable of identifying you directly or indirectly. The personal data that we collect in this form is as specified below.

- Policyholder personal details
- Beneficiary details
- Insured person details
- Health Information related to underwriting and claims processing
- CCTV
- Banking details
- KYC information and supporting documentation.

This personal data will be processed to provide the policy holder and insured persons with insurance cover in accordance with the elected benefits. We strive to process personal data that is strictly necessary for the purposes specified. You have a right to notify us if you are of the view that we are collecting more personal data than is necessary.

## THE LAWFULNESS OF PROCESSING YOUR PERSONAL DATA

Our commitment to you is that we will process your personal data in a lawful and fair manner. The basis upon which we process your personal data is informed by the purpose of processing your personal data. The processing of personal data for the purposes stated is based on

| Processing Activity                                                    | Lawful basis for processing                                      |
|------------------------------------------------------------------------|------------------------------------------------------------------|
| Policy registration, management and administration                     | Performance of Contract                                          |
| Assessment & Underwriting                                              |                                                                  |
| Processing Policy Amendments                                           |                                                                  |
| Collection of Payments                                                 |                                                                  |
| Communications relating to your policy                                 |                                                                  |
| Beneficiary and insured persons management                             |                                                                  |
| Claims processing                                                      |                                                                  |
| Analytics related to improvement of customer services                  | Legitimate interest (improvement of service delivery to clients) |
| Conducting AML/CFT&P related due diligence and screening               | Legal obligation                                                 |
| Processing related to compliance with legal and regulatory obligations | Consent                                                          |
| Direct marketing of related products                                   |                                                                  |

## WHO WE MAY SHARE YOUR PERSONAL DATA WITH

We may share your data with the following third parties: our statutory actuaries, reinsurers, system providers, auditors, internally within our group of companies and to intermediaries as appropriate to achieve the purpose we have stated.

We may share your personal data with law enforcement and other governmental entities should we be required to do so. In the event that we are mandated to share your information, we commit to maintain your privacy in accordance with the Data Protection Act.

## RIGHTS OF THE DATA SUBJECT

- You have a right to access your personal data and may exercise your right at anytime by contacting our office at the electronic mail address provided below.
- You have a right to rectify your personal data, which you believe is inaccurate, incomplete or not up to date.
- You have a right to object to the processing of your personal data.\*\*
- You have a right to request the erasure of your personal data.\*\*
- You have a right to request that your data be given to you or a third party if such processing was based on consent or contract
- You have right to ask that we restrict or pause processing of your personal data, in the event that personal data in question is inaccurate or unlawful.

## CONTACT DETAILS

For any enquiries and complaints relating to this Privacy Notice, your rights and any other issue relating to the processing of your personal data, you may contact us on

**Address** Plot 64511, Unit 8 Fairgrounds, Gaborone

**Email** [dpo@westlife.co.bw](mailto:dpo@westlife.co.bw)

**Telephone** 3710619

**Attention** Westlife Data Privacy Representative / Chief Executive Officer

Further take note that you have the right to lodge a complaint with the Information and Data Protection Commission should you believe that any processing of personal data does not adhere to the Data Protection Act.

## INFORMATION & DATA PROTECTION COMMISSION

Ministry of the State President

Private Bag 00498

Gaborone

+267 3950998

## Changes to the Statement

This statement may be amended from time to time in accordance with changes in our regulatory requirements and data protection practices. This Privacy notice,

\*\* However, this right may not be exercised while your policy remains active with ourselves or while a legal obligation persists.