



'creating a level playing field'

POTRAZ DATA PRIVACY NOTICE

1. INTRODUCTION

The Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ) is a government agency responsible for regulating postal, telecommunications, and courier services, as well as the lawful processing of personal data in Zimbabwe. The Authority is the designated Data Protection Authority of Zimbabwe under Section 5 of the Cyber and Data Protection Act [Chapter 12:07].

To fulfil its statutory mandates, POTRAZ collects various categories of personal data from its licensees, clients, consumers, suppliers and employees. The primary categories of personal data collected include:

Categories of Data Collected

Category	Examples	Purpose
Identification Data	Full name, ID numbers, passport details	Licensing, HR records, compliance checks
Contact Information	Address, phone number, email	Communication, service delivery
Employment and HR Data	Employment records, payroll information	Staff management, payroll administration
Regulatory Data	Operator licensing data, compliance reports	Regulatory supervision, monitoring
Consumer Data	Complaint details, feedback surveys	Complaint resolution, quality assessment
Financial Data	Bank account details, payment history	Financial transactions, operator payments
Special Categories of Data (collected where required by law or in limited and specific circumstances)	Biometric data, CCTV footage, health records, marital status	Security access control, specific HR cases

As a data controller, the Authority is dedicated to maintaining the integrity and confidentiality of your personal data through secure and responsible processing in compliance with all the relevant provisions of the Cyber and Data Protection Act [Chapter 12:07] and its accompanying regulations, including all personal data submitted through this website. This Privacy Notice describes how we gather, use, disclose, and protect your information when you visit our website, do business with us, or interact with any of our systems. To this end, the Authority undertakes to take all reasonably practicable steps to:

- 1.1. Ensure that personal data is processed lawfully, fairly, and with a high degree of transparency.
- 1.2. Collect only adequate and not excessive personal data that relates to the Authority's core functions or activities.
- 1.3. Ensure that the personal data collected or retained is accurate, having regard to the purposes for which it is to be used.
- 1.4. Erase personal data which is no longer necessary for the purposes for which it was processed, and or if the information becomes false and misleading or inaccurate.
- 1.5. Use the personal data collected only for purposes or directly related purposes for which the data was to be used at the time of collection, unless the individual concerned has given express consent for a change of use or such use is permitted by law.
- 1.6. Ensure that personal data is protected against unauthorised or accidental access, processing, erasure, or other use.

2. PERSONAL DATA COLLECTED BY THIS WEBSITE

Like most websites, the Authority will automatically record visits to this website, but without collecting any personal identifiable information of users. Such general data is collected to compile statistical reports and diagnose problems with or concerning computer systems, to help the Authority improve this website.

For different purposes and at different times, you may be invited to voluntarily provide personal data to the Authority through this website. Personal data may include names, telephone numbers, mailing addresses, or e-mail addresses. We will specify the collection purpose and intended usage of your personal data when we invite you to provide such information and advise you how you may request access to, or correction of, the personal data provided.

Unless permitted or required by law, the Authority will not disclose your personal data to any third parties without your prior consent.

A search service may be available from this website. Subject to applicable laws, any data collected through such search service may be used for compiling website traffic analysis or other legitimate purposes by or for the Authority. The Authority will not match the data obtained from any such search activity with any personal data it may hold.

3. THE LEGAL BASIS FOR THE PROCESSING OF PERSONAL INFORMATION

The Authority processes your personal information based on the legal obligation provided in terms of the Cyber and Data Protection Act [*Chapter 12:07*] and the Postal and Telecommunications Act [*Chapter 12:05*]. The Authority processes your personal information to:

- 3.1. Provide a service, i.e. licensing of postal, telecommunications operators and data controllers in Zimbabwe.
- 3.2. Cater for the administration of the training and certification of data protection officers.

- 3.3. Process your requests, including complaints.
- 3.4. Retain an efficient and rational case management.
- 3.5. Keep a record of stakeholders and individuals who participate in the Authority's activities for improved programming.
- 3.6. Enable the Authority to conduct surveys that will consequently improve regulation.
- 3.7. Enable the Authority to effectively communicate with you on issues that may affect your position as our clients, consumers, or stakeholders.
- 3.8. Enable the processing of personal data for HR Management within the Authority.

4. DISCLOSURE OF YOUR INFORMATION

The Authority may share your personal information with third parties in the following specific situations:

4.1. With Service Providers

The Authority may engage third-party service providers to assist in operating the website to effectively provide our services as a Regulator. These parties are charged with an obligation to protect your information. They may only use your information for the purposes specified in our contractual agreements. These contracts define the boundaries of information use and sharing protocols and protect information from misuse. The Authority may transfer your personal data to its cloud service providers or appointed data processors who shall be under a strict obligation to protect and safeguard the integrity and confidentiality of your personal data in terms of signed data processing agreements. Any cross-border transfers of personal data are conducted in compliance with the Cyber and Data Protection Act [*Chapter 12:07*].

4.2. For Legal Reasons

Your personal data may be disclosed or shared under legal obligation where the law requires it or if the Authority receives valid requests from other Public Authorities.

4.3. Collaboration and Partnerships

To effectively carry out its regulatory mandate, the Authority collaborates with other national and international Regulators and other relevant organisations. During the tenure of the joint ventures, the Authority may share your personal information to fulfil its regulatory obligations and, jointly with the respective parties, for the overall benefit of the people of Zimbabwe.

5. STORAGE AND SECURITY OF YOUR PERSONAL DATA

The period of retention of personal information in the Authority's systems vary depending on record type, and applicable legal and regulatory obligations.

This website uses the Transport Layer Security (TLS) protocol to encrypt data in transit, protecting your personal data. All personal data you provide to the Authority via this website is secured, and access to your personal data is restricted to authorised personnel only.

The Authority undertakes to implement robust technical measures to safeguard the integrity and confidentiality of the personal data you have entrusted to us in the following ways:

- 5.1. Physical security measures at the premises.
- 5.2. Access controlled databases through secure passwords for each level of access.
- 5.3. Technological security measures such as antivirus, firewalls, encryption of data at rest and secure cloud storage.
- 5.4. Regular data back-ups.

- 5.5. Development and implementation of organisational cyber security and data protection policies.
- 5.6. Solid data processing agreements.

These measures are implemented on a risk-based basis and are subject to periodic review to ensure continued effectiveness.

6. YOUR RIGHTS AS DATA SUBJECTS

In compliance with the Cyber and Data Protection Act [*Chapter 12:07*], the Authority will ensure that you can exercise your data subject rights, allowing you to control what happens with the personal data you entrust to us. Certain rights may, however, be limited or qualified where processing is carried out in terms of a legal obligation, a statutory function, or where the processing is done in the public interest. In terms of the Act, you have the following rights:

- 6.1. **Right to give and withdraw consent to the processing of your personal information for processing activities that rely on your consent as a data subject.**

You have the right to give consent to the processing of your personal information.

You also have the right to withdraw your consent to the processing of your personal information at any time and without any explanation, and free of charge.

- 6.2. **Right to access**

You have a right to access your personal information that the Authority holds.

- 6.3. **Right to correction**

You have a right to correct any misleading or false personal information that the Authority holds about you.

6.4. **Right to deletion**

You have the right to have personal information about you deleted or erased if the information is false, misleading, or if it is no longer necessary for the Authority.

6.5. **Right to object**

In certain cases, you have a right to object to the processing of all or part of the data processed by the Authority.

6.6. **Right to complain**

You have the right to complain in case your personal data is misused by the Authority. For the avoidance of doubt, misuse relates to the use or disclosure of your personal information without your consent or without a due lawful basis to process the data.

7. CONTACTING THE DATA PROTECTION AUTHORITY

The Authority and its staff commit to protecting your personal information, setting an example as the Data Protection Authority. To communicate effectively with us, please contact the Authority using the information below:

POTRAZ

Number 1110 Performance Close, Mount Pleasant Business Park, Mount Pleasant, Harare, Zimbabwe.

Telephone: + 263 242 333032/46/48 or 08677333032

Fax: +263 242 333041

E-mail: regulator@potraz.zw

Letter: For the attention of the "Director General", 1110 Performance Close, Mount Pleasant Business Park, P.O. Box MP843, Mount Pleasant, Harare, Zimbabwe.

8. CONTACT INFORMATION OF THE DATA PROTECTION OFFICER

If you have any questions, requests or queries about how the Authority processes your personal data, you can contact the Authority's Data Protection Officer. Such requests should be made in writing by filling in the Data Subject Access Request form, which can be downloaded from this website or physically accessed at the Authority's offices. The following is the contact information of the Authority's Data Protection Officer:

By e-mail: dpo@potraz.zw

On the telephone: + 263 333032/46/48/ Cell: +263772157981

By letter: To the Director General - For the attention of "Data Protection Officer" – 1110 Performance Close, Mount Pleasant Business Park, P.O. Box MP843, Mount Pleasant, Harare, Zimbabwe.

9. CHANGES TO THIS PRIVACY NOTICE

The Authority may update this Privacy Notice from time to time to reflect changes in legal requirements, regulatory guidance, or our data processing practices. Any updates or changes will be published on the Authority's official website. The Authority encourages you to review this Privacy Notice periodically to stay informed about how we protect your personal data. Where appropriate, significant changes will be communicated directly to you through appropriate means.

10. CONCLUSION

The Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ) remains committed to safeguarding your personal data and ensuring that its processing is carried out in a manner that upholds your privacy rights as provided under the Cyber and Data Protection Act [*Chapter 12:07*]. The Authority encourages you to familiarise yourself with your rights and to contact us should you have any questions, concerns, or require further clarification regarding how your personal information is handled.

By engaging with the Authority, you acknowledge that you have been informed of how your personal data may be collected, processed, stored, and shared. Our

ongoing commitment is to maintain transparency, uphold data protection principles, and continually improve our practices to ensure the highest standard of data privacy and security.

For any further information or to exercise your data protection rights, please do not hesitate to contact the Authority using the contact details provided above.

Approved By:



Dr G.K. Machengete
DIRECTOR GENERAL

24/3/26
EFFECTIVE DATE