

Letshego Faidika Tanzania Ltd ("we", "us", "our") is committed to protecting your personal data and respecting your privacy in accordance with the Data Protection Act, 2022. This Privacy Notice explains how we collect, use, disclose, and protect personal data about our customers, employees, suppliers, and stakeholders.

### **What kind of personal data we collect.**

1. We collect personal data necessary to provide banking services and meet legal requirements. Categories of data include:
2. Identification details name, date of birth, ID numbers.
3. Contact details such as phone number, email address and physical address
4. Financial and transactional data like account numbers, deposits, withdrawals and transfers.
5. Loan and loan portfolio data loan applications, approvals, repayment history and arrear
6. Other data needed when you communicate with us or use our services.

### **Why we collect data and how we use your data**

We process your personal data for purposes including:

1. Regulatory Compliance reporting to regulators, AML/CTF, and KYC requirements.
2. Account opening.
3. To provide products and services to customers
4. To improve customer experience and product offerings
5. For marketing purposes (with your consent)
6. Risk Management monitoring credit, operational, and market risks, including loan portfolio quality.
7. Customer Service managing accounts, processing transactions, and providing financial products and services.
8. Technology and Security centralized IT systems, fraud detection, and cybersecurity monitoring.
9. Business and strategy product development, performance analysis, and improving customer experience.

### **Data subject rights**

These rights are provided under the provided under Part VI OF Personal Data Protection Act No. 11 of 2022. Customer have the following rights:

1. Access the personal data we hold about you.
2. Request correction, ratification of inaccurate or incomplete data.
3. Request deletion of data ( as provided in law)
4. Restrict or object to certain processing activities.
5. Be informed about how your data is used.

### **Cross-border data transfer**

As part of our group structure, we may transfer your personal data to our group office in Botswana. Such transfers are done securely and only for legitimate business and regulatory purposes, including:

1. Consolidated reporting and compliance oversight.
2. Loan and loan portfolio management.
3. Risk management and internal audits.
4. IT system integration and secure data backup

We ensure that your data is protected in Botswana to the same standards required under Tanzanian Data Protection Act No.11 2022

### **How we protect your data**

We apply strong technical and organizational safeguards, including:

1. End-to-end encryption of data in transit and at rest.
2. Restricted, role-based access to data.
3. Confidentiality obligations for all staff handling customer data.
4. Regular IT security audits and monitoring.
5. Secure retention and disposal practices in line with regulatory requirements.

### **How long we keep your data**

We retain your data only for as long as is necessary to fulfill the purposes described above or as required by law. After this period, data is securely deleted or anonymized.

### **Whom do we share your data with**

We do not sell or disclose your personal data to third parties for marketing. We only share your data with the following groups only when it is required and the process is authorized by the law.

- a) Our group office in Botswana for legitimate purposes as described above.
- b) Regulators, auditors, and law enforcement agencies, where legally required.
- c) Service providers (e.g., IT support, cloud hosting) bound by confidentiality and data protection agreements.

### **Consultation and updates**

We regularly review this Privacy Policy to reflect changes in law, technology, or business practices. Updated versions will be published on our website and available at our branches.

### **Contact Information**

For questions, concerns, or to exercise your data protection rights, please contact: please contact our Data Protection Officer (DPO) also you can call the bank through our call center number

**Name:** Winfrida Senge

**Phone number:** +255 713 458 054

**Email address:** [winfridas@letshego.com](mailto:winfridas@letshego.com)

**Office address:** Vodacom Towers, Parloma Park Plot 23,Ursino, P.O Box 34459,Dar es salaam Tanzania.

## FOMU YA MAOMBI YA IDHINI YA KUTOA DATA ZA MTEJA

### TAARIFA ZA DATA ZA MTEJA / MAOMBI YA TAARIFA BINAFSI

Jina: \_\_\_\_\_

Namba ya Kitambulisho cha Taifa/ Pasipoti.: \_\_\_\_\_

Namba ya Simu.: \_\_\_\_\_

Anwani ya Barua pepe: \_\_\_\_\_

### JE, WEWE NDIYE MMILIKI WA DATA?

***(Tafadhali weka alama ya vema kwenye kisanduku kinachohusuka kisha soma maelezo yanayofuata.)***

NDIYO: Mimi ndiye mmiliki wa data. Nimeambatisha uthibitisho wa utambulisho wangu (tazama hapa chini).

HAPANA: Ninafanya kwa niaba ya mmiliki wa data. Nimeambatisha idhini kwa maandishi kuhusu uthibitisho na utambulisho wa mmiliki na uthibitisho wa utambulisho wangu binafsi.

### ***Tafadhali wasilisha nakala mojawapo au zote kati ya zifuatazo:***

1. Uthibitisho wa Utambulisho, yaani: Pasipoti, Kitambulisho cha Taifa, au Cheti cha Kuzaliwa.
2. Uthibitisho wa Anwani.

Iwapo sisi (Wadhibiti au Wachakataji wa data) hatujaridhika kwamba wewe ndiye unayedai kuwa, tuna haki ya kukataa kuidhinisha maombi yako.

### TAARIFA ZA DATA ZA MTEJA (IWAPO NI TOFAUTI NA ZA SEHEMU A)

Jina: \_\_\_\_\_

Namba ya Kitambulisho cha Taifa/ Pasipoti/ Cheti cha Kuzaliwa: \_\_\_\_\_

Namba ya Simu: \_\_\_\_\_

Anwani ya Barua pepe: \_\_\_\_\_

### IDHINI YA KUTOA DATA ZA MTEJA ZINAZOPASWA KUKAMILISHWA

Maombi ya Kufuta/ kuondoa/ kusahaulika  Maombi ya Kutumia Data Binafsi

Maombi ya Urekebishaji wa Data Binafsi  Maombi ya Uhamishaji wa Data

Haki ya Kuzuia Uchakataji wa Data Binafsi

## Haki za Ziada

[ ] Kujiondoa katika Shughuli za Masoko ya Moja kwa Moja kutoka Benki

### **A. MAOMBI YA KUFUTWA/ KUONDOSHWA/ KUREKEBISHWA KWA DATA** *(Tafadhali toa sababu inayokufanya utake kufutwa kwa data zako na ambatisha nyaraka zozote zinazothibitisha maombi yako)*

#### **Tafadhali weka alama ya vema kwenye sanduku sahihi**

[ ] Unaona kuwa data zako binafsi hazihitajiki tena kwa madhumuni ya awali yaliyofanya tuzichukue.

[ ] Huridhii tena uchakataji wetu wa data zako binafsi.

[ ] Unapinga uchakataji wa data zako binafsi chini ya kifungu cha 36 cha Sheria ya Ulinzi wa Data ya mwaka 2019.

[ ] Unaona kuwa data zako binafsi zimechakatwa kinyume cha sheria.

[ ] Unaona kuwa tunalazimika kisheria kufuta data zako binafsi.

[ ] Wewe ni mtoto au unamwakilisha mtoto na unahisi kuwa data zako binafsi zilitumika katika kutoa taarifa za huduma za kijamii.

#### **Data zinazotakiwa kufutwa / kuondolewa / zisichakatwe:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

### **B. MAOMBI YA KUTUMIA TAARIFA**

*(Tafadhali eleza taarifa zote ulizonazo zinazoweza kutusaidia katika kushughulikia maombi yako)*

#### **MAELEZO YA DATA BINAFSI ZILIZOOMBWA**

Jina / Aina ya taarifa (kama inajulikana): \_\_\_\_\_

Tarehe ya Taarifa: (kama inajulikana, halisi au ya kukisia) \_\_\_\_\_

Taarifa kuhusu mtu/ maudhui: \_\_\_\_\_

Maelezo mengine yanayohusiana na maombi: \_\_\_\_\_

**Iwapo mwombaji ni mlemavu/ tafadhali taja aina ya ulemavu (mfano: Ulemavu wa kuona, kusikia) na aina ya muundo wa taarifa unaohitajika:**

**Ningependa:** (kuainisha maombi yote niliyoomba)

Kukagua taarifa

Kusikiliza taarifa

Kupiga fotokopi (Tafadhali kumbuka utatozwa gharama za kutoa nakala) \_\_\_\_\_  
kulingana na idadi ya nakala zinazohitajika \_\_\_\_\_

Kielektroniki

Kwa Barua pepe

Kwa Maandishi

Kwa kutafsiri kwenda lugha ya: (Chagua lugha na, Tafadhali kumbuka utatozwa gharama za kutafsiri) \_\_\_\_\_

Nyinginezo (taja) \_\_\_\_\_

**NJIA YA KUPOKEA**

Kuchukua ana kwa ana

Kwa baruapepe (toa anwani kama ni tofauti /kwa kuongeza katika taarifa iliyotolewa hapo juu)

Anwani, S.L.P \_\_\_\_\_

Mji/Jiji \_\_\_\_\_

**C. MAOMBI YA KUREKEBISHA DATA BINAFSI (MABADILIKO YALIYOPENDEKEZWA NA MMLIKI WA DATA)**

NA	Taarifa Binafsi zilizopo kwenye faili zinazopaswa kurekebishwa mfano. Jina, hali ya makazi, namba ya simu na Anwani ya baruapepe.	Mabadiliko yaliyopendekezwa	Sababu ya kupendekezwa kwa mabadiliko
1			
2			
3			
4			
5			

**D. MAOMBI YA KUZUIA UCHAKATAJI WA DATA BINAFSI**  
*(Tafadhali toa sababu za kina za kuomba kuzuia au kupinga)*

- (a): \_\_\_\_\_
- (b): \_\_\_\_\_
- (c): \_\_\_\_\_
- (d): \_\_\_\_\_
- (e): \_\_\_\_\_

**E. MAOMBI YA UHAMISHAJI WA DATA BINAFSI**

*(Haki hii inahusisha kubainisha mahali ambapo data binafsi zinapaswa kuhamishiwa na kutoa taarifa zitakazosaidia kutambua kwa usahihi data zinazohusika kwa ajili ya maombi ya uhamishaji)*

Jina la mpokeaji: *(Ni kwa nani tunapaswa kutoa data binafsi zilizoombwa?(taasisi/shirika/jina la mtu)*

\_\_\_\_\_

Jina la mtu anayemiliki Data: \_\_\_\_\_ Saini \_\_\_\_\_ Tarehe \_\_\_\_\_

Tafadhali toa taarifa zote ambazo zinazohusika kuonesha mahali maalumu pa kupata Data zako binafsi.

## TAMKO

Ninathibitisha kwamba nimesoma na kuelewa masharti ya Fomu hii ya Maombi ya Idhini ya kutoa Data Binafsi na ninakiri kuwa taarifa nilizotoa katika maombi haya ni za kweli. Aidha, ninaidhinisha bila shaka na kwa hiari yangu nitaijulisha mamlaka ya Letshego Faidika Tanzania Ltd kutumia na kuchakata data zilizorekebisha au data zozote binafsi zilizotolewa chini ya fomu hii ya maombi ya Idhini ya kutoa Data za Mteja kwa mujibu wa masharti ya Sera ya Faragha.

Jina: \_\_\_\_\_

Saini: \_\_\_\_\_

Tarehe: : \_\_\_\_\_

### Nyaraka za kuambatishwa katika maombi haya:

- Uthibitisho wa utambulisho wako
- Uthibitisho wa utambulisho wa mmiliki wa data
- Barua ya idhini (ikiwa itahitajika)

## FOMU YA MAOMBI YA IDHINI YA KUTOA DATA ZA MTEJA

### TAARIFA ZA DATA ZA MTEJA / MAOMBI YA TAARIFA BINAFSI

Jina: \_\_\_\_\_

Namba ya Kitambulisho cha Taifa/ Pasipoti.: \_\_\_\_\_

Namba ya Simu.: \_\_\_\_\_

Anwani ya Barua pepe: \_\_\_\_\_

### JE, WEWE NDIYE MMILIKI WA DATA?

***(Tafadhali weka alama ya vema kwenye kisanduku kinachohusuka kisha soma maelezo yanayofuata.)***

NDIYO: Mimi ndiye mmiliki wa data. Nimeambatisha uthibitisho wa utambulisho wangu (tazama hapa chini).

HAPANA: Ninafanya kwa niaba ya mmiliki wa data. Nimeambatisha idhini kwa maandishi kuhusu uthibitisho na utambulisho wa mmiliki na uthibitisho wa utambulisho wangu binafsi.

### ***Tafadhali wasilisha nakala mojawapo au zote kati ya zifuatazo:***

1. Uthibitisho wa Utambulisho, yaani: Pasipoti, Kitambulisho cha Taifa, au Cheti cha Kuzaliwa.
2. Uthibitisho wa Anwani.

Iwapo sisi (Wadhibiti au Wachakataji wa data) hatujaridhika kwamba wewe ndiye unayedai kuwa, tuna haki ya kukataa kuidhinisha maombi yako.

### TAARIFA ZA DATA ZA MTEJA (IWAPO NI TOFAUTI NA ZA SEHEMU A)

Jina: \_\_\_\_\_

Namba ya Kitambulisho cha Taifa/ Pasipoti/ Cheti cha Kuzaliwa: \_\_\_\_\_

Namba ya Simu: \_\_\_\_\_

Anwani ya Barua pepe: \_\_\_\_\_

### IDHINI YA KUTOA DATA ZA MTEJA ZINAZOPASWA KUKAMILISHWA

Maombi ya Kufuta/ kuondoa/ kusahaulika  Maombi ya Kutumia Data Binafsi

Maombi ya Urekebishaji wa Data Binafsi  Maombi ya Uhamishaji wa Data

Haki ya Kuzuia Uchakataji wa Data Binafsi

## Haki za Ziada

[ ] Kujiondoa katika Shughuli za Masoko ya Moja kwa Moja kutoka Benki

### **A. MAOMBI YA KUFUTWA/ KUONDOSHWA/ KUREKEBISHWA KWA DATA** *(Tafadhali toa sababu inayokufanya utake kufutwa kwa data zako na ambatisha nyaraka zozote zinazothibitisha maombi yako)*

#### **Tafadhali weka alama ya vema kwenye sanduku sahihi**

[ ] Unaona kuwa data zako binafsi hazihitajiki tena kwa madhumuni ya awali yaliyofanya tuzichukue.

[ ] Huridhii tena uchakataji wetu wa data zako binafsi.

[ ] Unapinga uchakataji wa data zako binafsi chini ya kifungu cha 36 cha Sheria ya Ulinzi wa Data ya mwaka 2019.

[ ] Unaona kuwa data zako binafsi zimechakatwa kinyume cha sheria.

[ ] Unaona kuwa tunalazimika kisheria kufuta data zako binafsi.

[ ] Wewe ni mtoto au unamwakilisha mtoto na unahisi kuwa data zako binafsi zilitumika katika kutoa taarifa za huduma za kijamii.

#### **Data zinazotakiwa kufutwa / kuondolewa / zisichakatwe:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

### **B. MAOMBI YA KUTUMIA TAARIFA**

*(Tafadhali eleza taarifa zote ulizonazo zinazoweza kutusaidia katika kushughulikia maombi yako)*

#### **MAELEZO YA DATA BINAFSI ZILIZOOMBWA**

Jina / Aina ya taarifa (kama inajulikana): \_\_\_\_\_

Tarehe ya Taarifa: (kama inajulikana, halisi au ya kukisia) \_\_\_\_\_

Taarifa kuhusu mtu/ maudhui: \_\_\_\_\_

Maelezo mengine yanayohusiana na maombi: \_\_\_\_\_

**Iwapo mwombaji ni mlemavu/ tafadhali taja aina ya ulemavu (mfano: Ulemavu wa kuona, kusikia) na aina ya muundo wa taarifa unaohitajika:**

**Ningependa:** (kuainisha maombi yote niliyoomba)

Kukagua taarifa

Kusikiliza taarifa

Kupiga fotokopi (Tafadhali kumbuka utatozwa gharama za kutoa nakala) \_\_\_\_\_  
kulingana na idadi ya nakala zinazohitajika \_\_\_\_\_

Kielektroniki

Kwa Barua pepe

Kwa Maandishi

Kwa kutafsiri kwenda lugha ya: (Chagua lugha na, Tafadhali kumbuka utatozwa gharama za kutafsiri) \_\_\_\_\_

Nyinginezo (taja) \_\_\_\_\_

**NJIA YA KUPOKEA**

Kuchukua ana kwa ana

Kwa baruapepe (toa anwani kama ni tofauti /kwa kuongeza katika taarifa iliyotolewa hapo juu)

Anwani, S.L.P \_\_\_\_\_

Mji/Jiji \_\_\_\_\_

**C. MAOMBI YA KUREKEBISHA DATA BINAFSI (MABADILIKO YALIYOPENDEKEZWA NA MMLIKI WA DATA)**

NA	Taarifa Binafsi zilizopo kwenye faili zinazopaswa kurekebishwa mfano. Jina, hali ya makazi, namba ya simu na Anwani ya baruapepe.	Mabadiliko yaliyopendekezwa	Sababu ya kupendekezwa kwa mabadiliko
1			
2			
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4			
5			

**D. MAOMBI YA KUZUIA UCHAKATAJI WA DATA BINAFSI**  
*(Tafadhali toa sababu za kina za kuomba kuzuia au kupinga)*

- (a): \_\_\_\_\_  
(b): \_\_\_\_\_  
(c): \_\_\_\_\_  
(d): \_\_\_\_\_  
(e): \_\_\_\_\_

**E. MAOMBI YA UHAMISHAJI WA DATA BINAFSI**

*(Haki hii inahusisha kubainisha mahali ambapo data binafsi zinapaswa kuhamishiwa na kutoa taarifa zitakazosaidia kutambua kwa usahihi data zinazohusika kwa ajili ya maombi ya uhamishaji)*

Jina la mpokeaji: *(Ni kwa nani tunapaswa kutoa data binafsi zilizoombwa?(taasisi/shirika/jina la mtu)*

\_\_\_\_\_

Jina la mtu anayemiliki Data: \_\_\_\_\_ Saini \_\_\_\_\_ Tarehe \_\_\_\_\_

Tafadhali toa taarifa zote ambazo zinazohusika kuonesha mahali maalumu pa kupata Data zako binafsi.

## TAMKO

Ninathibitisha kwamba nimesoma na kuelewa masharti ya Fomu hii ya Maombi ya Idhini ya kutoa Data Binafsi na ninakiri kuwa taarifa nilizotoa katika maombi haya ni za kweli. Aidha, ninaidhinisha bila shaka na kwa hiari yangu nitaijulisha mamlaka ya Letshego Faidika Tanzania Ltd kutumia na kuchakata data zilizorekebisha au data zozote binafsi zilizotolewa chini ya fomu hii ya maombi ya Idhini ya kutoa Data za Mteja kwa mujibu wa masharti ya Sera ya Faragha.

Jina: \_\_\_\_\_

Saini: \_\_\_\_\_

Tarehe: : \_\_\_\_\_

### Nyaraka za kuambatishwa katika maombi haya:

- Uthibitisho wa utambulisho wako
- Uthibitisho wa utambulisho wa mmiliki wa data
- Barua ya idhini (ikiwa itahitajika)

## DATA SUBJECT RIGHTS REQUEST FORM

### DETAILS OF THE DATA SUBJECT / PERSON REQUESTING INFORMATION

Name: \_\_\_\_\_

National ID / Passport No.: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

Email Address: \_\_\_\_\_

### ARE YOU THE DATA SUBJECT?

*(Please tick the appropriate box and read the instructions which follow it.)*

YES: I am the data subject. I enclose proof of my identity (see below).

NO: I am acting on behalf of the data subject. I have enclosed the data subject's written authority and proof of the data subject's identity and my own identity.

**Please provide a copy of one or both of the following:**

1. Proof of Identity i.e. Passport, national identity card, or birth certificate.
2. Proof of Address

If we (data controller or data processor) are not satisfied you are who you claim to be, we reserve the right to refuse to grant your request.

### DETAILS OF THE DATA SUBJECT (IF DIFFERENT FROM SECTION A)

Name: \_\_\_\_\_

National ID No. / Passport No. / Birth Certificate No: \_\_\_\_\_

Telephone No: \_\_\_\_\_

Email Address: \_\_\_\_\_

### DATA SUBJECTS RIGHTS TO BE FULFILED

Request for Erasure/Deletion/To Be Forgotten  Request for Access to Personal Data

Request for Rectification of Personal Data  Request for Portability

Right to Restrict Processing of Personal Data

### Additional Rights

Opt-out of Direct Marketing Activities from the Bank

**A. REQUEST FOR ERASURE/DELETION/TO BE FORGOTTEN**

*(Please provide the reason you wish your data to be erased and please attach any justifying documents to this one)*

**Please tick the appropriate box**

You consider your personal data is no longer necessary for the purposes for which we originally collected it.

You no longer consent to our processing of your personal data.

You object to our processing of your personal data under section 36 of the Data Protection Act, 2019.

You feel your personal data has been unlawfully processed.

You feel we are subject to a legal obligation requiring the erasure of your personal data.

You are a child or represent a child and feel your personal data was used for information society services.

**Data to be Deleted/Erased/Not Processed:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**B. REQUEST FOR ACCESS**

*(Please state all the information available to you which will assist in processing your request)*

**DESCRIPTION OF PERSONAL DATA REQUESTED**

Name /Type of record (if known): \_\_\_\_\_

Date of Record: (if known, actual or approximate) \_\_\_\_\_

Subject / Contents of Record: \_\_\_\_\_

Other details relevant to the request: \_\_\_\_\_

**If the requester is a person with disability, state the nature of disability (eg. visual, hearing) and type of format required:** \_\_\_\_\_

**I would like to:** (check all that apply)

Inspect the record

- Listen to the record
- Photocopy *(Please note that copying costs will apply)* \_\_\_\_\_ number of copies required \_\_\_\_\_
- Electronic
- Email
- Transcript
- Translation into: *(Choose language and, Please note that translation charges may apply)* \_\_\_\_\_
- Other :*( specify)* \_\_\_\_\_

**DELIVERY METHOD**

- Collection in Person
- By Email *(provide address if different / in addition to details provided above)*
- Address, P.O. Box \_\_\_\_\_
- Town/City\_\_\_\_\_

**C. REQUEST FOR RECTIFICATION OF PERSONAL DATA (PROPOSED CHANGES BY DATA SUBJECT.)**

S/N	Personal Information currently on file to be corrected e.g. name, residential status, and mobile number, email address.	The proposed change	Reason for the proposed change
1			
2			
3			
4			
5			

**D. REQUEST FOR RESTRICTION OF PROCESSING OF PERSONAL DATA**

*(Please provide detailed reasons for the restriction or objection)*

- (a): \_\_\_\_\_
- (b): \_\_\_\_\_
- (c): \_\_\_\_\_
- (d): \_\_\_\_\_
- (e): \_\_\_\_\_

## E. REQUEST FOR DATA PORTABILITY

*(This right identifies where the personal data should be transferred and provides information needed to locate the specific data for the portability request)*

Recipient name: *(Who should we provide the requested personal data to? (Institution/organization/name of the person)*

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Data Subject Name: \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Please provide any relevant information that will help us identify and specifically locate your personal data.

## DECLARATION

I confirm that I have read and understood the terms of this Data Subject Rights Request form and certify that the information given in this application is true and hereby give express, unequivocal, free, specific, and informed authority to Letshego Faidika Tanzania Ltd to use and process the rectified data or any personal data provided under this Data Subject Rights Request Form pursuant to the terms of the Privacy Policy.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### **Documents to accompany this application:**

- Evidence of your identity
- Evidence of the data subject's identity
- Authorization (if applicable)