

KUZA PRIVACY POLICY

Effective Date: October 23, 2024

KUZA Capital Tanzania Finance Limited ('we,' 'us,' or 'our') is dedicated to protecting the privacy of customers who use KUZA loan services. This Privacy Policy aligns with the Personal Data Protection Act of 2022 and Bank of Tanzania (BoT) regulations on consumer protection, ensuring that personal data is collected, used, stored, and disclosed responsibly.

1. Data Collection

We collect personal data to offer and improve our loan services. The data collected includes:

- Personal Identification Information: Full name, national ID number, passport, or other identification documents.
- Contact Information: Phone numbers, email addresses, and physical addresses.
- Financial Information: Bank account details, mobile money numbers (e.g., MPESA), and transaction history.
- Loan Information: Loan amounts, repayment schedules, credit assessments, and loan performance.
- Device Information: Device details such as IP addresses when accessing our online services.

2. Purpose of Data Collection

The data collected is used for:

- Processing loan applications
- Conducting creditworthiness assessments
- Facilitating loan disbursement and repayment
- Enhancing our services and improving customer experience
- Ensuring compliance with legal and regulatory obligations, including those from the Bank of Tanzania and the Personal Data Protection Act of 2022
- Communicating important notifications related to loans

3. Legal Basis for Processing Data

We process personal data based on your consent, our legitimate business interests, and legal obligations. You can withdraw consent at any time, though it may impact our ability to offer you services.

4. Prohibited Data Access

In compliance with relevant laws and regulations, we do not access or process the following prohibited information:

- Data unrelated to loan processing or necessary services
- Personal information for unlawful or deceptive practices
- Customer data used for profiling without consent, except when mandated by law (e.g., anti-fraud measures)
- Biometric data or sensitive personal information without explicit customer consent.

5. Data Sharing

We only share your personal data under the following circumstances:

- Regulatory Requirements: Sharing data with regulatory bodies, such as the Bank of Tanzania, to meet legal obligations
- Credit Bureaus: Sharing credit data with credit bureaus for credit risk assessments.
- Service Providers: Sharing limited data with service providers (such as payment processors) under strict confidentiality agreements.
- Legal Proceedings: Disclosure of data during legal proceedings or in response to legal requirements.

6. Customer Consent

By using KUZA loan services, you consent to the collection and processing of your personal data as outlined. If you wish to revoke consent, you may do so in writing, though this may affect service provision.

7. Data Security

We ensure the protection of your data through robust security measures, including encryption, secure access control, and regular security system audits. Access to sensitive data is restricted to authorized personnel only, in accordance with the Personal Data Protection Act.

8. Data Retention

We retain personal data only for as long as necessary to fulfill the purposes described in this policy, after which it will be securely erased or anonymized. This retention period aligns with regulatory and business requirements.

9. Rights of the Customer

As per the Personal Data Protection Act of 2022, you have the following rights:

- Right to Access: Request access to the data we hold about you.
- Right to Rectification: Request correction of inaccurate or incomplete personal data.
- Right to Erasure: Request deletion of personal data that is no longer necessary.
- Right to Restrict Processing: Request limitations on how your data is processed.

10. Data Transfers

We may transfer personal data outside Tanzania only when adequate safeguards are in place, and the transfer complies with the Personal Data Protection Act and BoT guidelines.

11. Compliance with Laws and Regulations

We comply with regulatory requirements by:

- Ensuring transparency in how customer data is collected, stored, and used.
- Not using deceptive practices to gather or process customer data.
- Ensuring that data used for loan decisions (e.g., credit scores) is accurate and based on lawful criteria.

12. Changes to the Privacy Policy

We reserve the right to update this policy to reflect changes in our practices, legal obligations, or regulatory requirements. Significant updates will be communicated through appropriate channels.

13. Contact Information

If you have any questions or concerns regarding this Privacy Policy or how we handle your data, please contact us:

KUZA Capital Tanzania Finance Limited
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