154 ED Mnangagwa
Road, Harare
+263719344330
+263785606127
www.shildshare.com

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Because financial protection matters

DATA PRIVACY NOTICE

Because Financial Protection Matters

1. Introduction

ShildShare Microinsurance (Private) Limited ("ShildShare", "we", "our", or "the Insurer") is committed to protecting your personal information and respecting your privacy.
This Data Privacy Notice explains how we collect, use, store, and share your personal information in line with applicable laws and regulatory requirements in Zimbabwe.

2. What Information We Collect

We collect personal information necessary to provide our services, including:

- Identification details (e.g. name, ID number, date of birth)
- Contact information (e.g. mobile number, address, email)
- Policy and beneficiary details
- Information required for underwriting and claims processing

3. How We Use Your Information

Your personal information is used for:

- Policy administration
- Underwriting and risk assessment
- Claims processing and benefit payments
- Customer support and communication
- Fraud prevention and risk management
- Compliance with legal and regulatory requirements

4. Sharing of Information

We may share your personal information with:

- Regulatory authorities
- Authorised service providers and partners
- Claims assessors and administrators

We only share information where necessary and in accordance with applicable laws.

5. Your Rights

You have the right to:

- Access your personal information
- Request correction of inaccurate or incomplete information
- Object to certain types of processing, where applicable
- Withdraw consent, subject to legal and contractual limitations

6. **Provision of Information**
   Providing your personal information is necessary for us to offer our services. Failure to provide required information may result in delays or inability to:
   - Issue a policy
   - Provide cover
   - Process claims

7. **Data Protection and Security**
   We implement appropriate technical and organisational measures to safeguard your personal information against loss, unauthorised access, disclosure, or misuse. Your information is handled securely and treated as confidential.

8. **Updates to This Notice**
   This Data Privacy Notice may be updated from time to time. Any updates will be made available through our official communication channels, website, or customer service touchpoints.

9. **Contact Us**
   If you have any questions or concerns regarding your personal information, please contact us:

   ShildShare Microinsurance (Private) Limited
   154 ED Mnangagwa Road, Harare
   +263719344330/ +263785606127
   support@shildshare.com
   Website: www.shildshare.com/contactus