



ZIMTRADE DATA PRIVACY STATEMENT	
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Issued By: Data Protection Officer/ IT Administrator	Approved By: Chief Executive Officer Signed:

1. Introduction

ZimTrade, the national trade development and promotion organisation for Zimbabwe, is committed to safeguarding the privacy and personal data of all individuals and entities whose information we collect and process. In compliance with the *Cyber and Data Protection Act [Chapter 12:07] of Zimbabwe*, this Privacy Statement explains how we collect, use, disclose, and protect your personal information.

2. Scope

This statement applies to all personal data collected by ZimTrade through our trade and export promotion activities, including but not limited to:

- Seminars and workshops
- Export development programs
- Trade missions and exhibitions
- Online portals and registration forms
- Surveys and research projects

3. Information We Collect

We may collect and process the following categories of personal data:

- **Identification Details:** Full name, title, national ID or passport number
- **Contact Details:** Address, email, phone number
- **Professional Details:** Company name, business registration details, job title
- **Activity Participation:** Records of attendance at ZimTrade events and programs
- **Digital Data:** IP address, browser information, and other metadata when accessing our online platforms

4. Purpose of Data Collection

Personal data is collected and processed strictly for purposes consistent with ZimTrade's mandate, which includes:

- Enabling participation in trade and export promotion events
- Conducting training and capacity-building seminars
- Communicating relevant updates, opportunities, and publications
- Conducting surveys and research to improve service delivery
- Facilitating international trade linkages and market access support



5. Legal Basis for Processing

ZimTrade processes personal data on one or more of the following legal bases:

- **Consent:** Where you have given clear consent for us to process your data.
- **Contractual Necessity:** Where processing is necessary for a contract you have with us.
- **Legal Obligation:** Where processing is required by law or regulation.
- **Public Interest and Legitimate Interest:** In pursuit of our public mandate to promote trade and exports.

6. Data Sharing and Disclosure

Protecting the privacy, confidentiality and security of your personal information is of paramount importance to us as we must maintain your trust. ZimTrade will not share your personal information with third parties except under the following circumstances:

- With your consent
- With service providers performing tasks on our behalf (e.g., IT support, analytics, communications, consultancy)
- With government or regulatory bodies as required by law
- With international trade promotion partners, strictly facilitate trade

All third parties are bound by data protection obligations consistent with this Privacy Statement and applicable laws.

7. Data Retention

Personal data is retained only for as long as necessary to fulfill the purposes for which it was collected, and under applicable laws and regulations. Data no longer required will be securely deleted or anonymized.

8. Data Security

ZimTrade implements appropriate technical and organisational measures to ensure the confidentiality, integrity, and availability of personal data, including:

- Encryption and secure storage
- Access controls and authentication
- Staff training in data protection principles

9. Your Rights

Under the Cyber and Data Protection Act, you have the right to:

- Request access to your personal data
- Request correction of inaccurate or outdated data
- Withdraw consent at any time (where processing is based on consent)
- Object to or restrict certain processing



- Request deletion of your data, subject to legal limitations

Requests can be made to our Data Protection Officer (see Section 11).

10. Use of Cookies and Online Tracking

ZimTrade's digital platforms may use cookies to enhance user experience and collect analytical data. You can manage your cookie preferences through your browser settings.

11. Contact Information

Data Protection Officer

ZimTrade - The National Trade Development and Promotion Organisation

Email: dpo@zimtrade.co.zw

Website: www.tradezimbabwe.com

Phone: +263860077000374

Mobile +263775990239

Physical Address: Number 188 Sam Nujoma Street, Harare, Zimbabwe

Get Data Protection-related forms from the DPO or our website given above.

12. Updates to This Statement

ZimTrade may update this Data Privacy Statement from time to time to reflect changes in legal, technological, or operational requirements. The latest version will always be available on our website www.tradezimbabwe.com