

27/11/2024

**Delivering the building blocks
for digital financial inclusion**



Privacy Policy

Privacy Policy



Veritran (Private) Limited t/a ZSS (“Company,” “we,” or “us”) respects your privacy and is committed to protecting it through this Privacy Policy.

This Privacy Policy governs your access to and use of www.zss.co.zw, including any content, functionality and services offered on or through www.zss.co.zw, (the “Website”).

When accessing the Website, the Company will learn certain information about you through voluntary actions you may take, during your visit. This policy applies to information we collect on the Website and in email, text, or other electronic messages between you and the Website.

This privacy notice tells you what to expect us to do with your personal information.

Please read the Privacy Policy carefully before you start to use the Website. By using the Website or by clicking to accept or agree to the Terms of Use when this option is made available to you, you accept and agree to be bound and abide by the Privacy Policy. If you do not want to agree to the Privacy Policy, you must not access or use the Website.

Scope of Policy

This Privacy Policy governs your access to and use of www.zss.co.zw, including any content, functionality, and services offered on or through the website.

Information We Collect

We only collect information you voluntarily provide through our Contact Us form. This information includes:

- Name
- Email address
- Phone number (optional)

We do not use cookies or pixels to collect information about you. Cookies or pixels are small text files or code snippets that are placed on your device to track your online activity. We do not collect any information about you through these technologies.

4. How We Use Your Information

The information you provide is used solely to:

- Respond to your inquiries or requests
- Provide you with information about our products or services

5. Sharing of Information

We are committed to protecting your privacy and will not share your personal information with any third parties, except as required by law, to respond to your inquiries or requests, or to provide the services you have requested. We may disclose your information to:

- Our affiliates and service providers to provide our services to you.
- Legal professionals to enforce our terms of service or other agreements.
- A successor in interest in the event of a merger, divestiture, or other corporate restructuring.
- Governmental entities as required by law or to protect our legal rights.

When transferring personal information outside of Zimbabwe:

We comply with the requirements of the Zimbabwean Cyber and Data Protection Act regarding the transfer of personal information to countries outside Zimbabwe. This includes:

- Ensuring adequate protection: We only transfer information to countries that provide an adequate level of protection for personal data.
- Obtaining necessary consent: If required, we will obtain your explicit consent before transferring your information to a country outside Zimbabwe.
- Complying with legal requirements: We will adhere to any legal requirements or restrictions related to cross-border data transfers.

6. Data Protection and Security

We implement appropriate technical and organisational measures to protect your information from unauthorised access, disclosure, alteration, or destruction.

We use SSL encryption for secure information transmissions. However, we recommend avoiding sending highly sensitive information through our contact form. If you need to share sensitive information, we recommend using a more secure method, such as encrypted email or a secure file transfer service.

7. Data Retention

We will retain your information for as long as necessary to:

- Respond to your inquiry or request
- Comply with legal or regulatory requirements
- Once no longer needed, we will delete or anonymise your information securely.

8. Your Rights

You have the following data protection rights:

- Be informed about how we use your personal information
- Not to be subject to an automated decision
- Access your personal information
- Request correction of inaccurate information
- Object to the processing of your information
- Request deletion of your information in circumstances including the following:
 - When the data is no longer necessary for the purposes for which it was collected.
 - When the data subject has withdrawn their consent to the processing.
 - When the data has been processed unlawfully.
 - When the data subject has a legal right to erasure.

9. Children’s Privacy

Our website is not intended for children. We do not knowingly collect personal information from children. If you are a child, do not use or provide any information on this Website or on or through any of its features or provide any information about yourself to us, including your name, address, telephone number or email address. If we learn we have collected or received personal information from a child without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child, please contact us.

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10. Contact Us

If you have any questions about this Privacy Policy, you can contact us at:

Email: support@zss.co.zw

Postal Address: Block 6, Arundel Office Park, 107 Norfolk Road, Mount Pleasant, Harare, Zimbabwe

11. Complaints and the National Data Protection Agency (DPA)

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details above.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the National Data Protection Agency (DPA).

The DPA's address:

1008 Performance Close,

Mount Pleasant Business Park.

Postal: P.O. Box MP843 Mount Pleasant, Harare

Telephone number: +263 242 333032

Website: https://www.potraz.gov.zw/?page_id=987

12. Policy Changes

We will post any changes to this Privacy Policy on our website.

Last Updated: 25 October 2024