

Privacy Notice

1. Introduction

Rooneys Hire Service Pvt Ltd is committed to protecting your privacy. This Privacy Notice explains how we collect, use, disclose, dispose, and safeguard your personal information when you visit our website, open a customer account, and use our services in compliance with the Cyber and Data Protection Act [Chapter 12:07] (CDPA or the "Act")

2. What is Personal Information?

Personal information refers to any information relating to an identified or identifiable natural person. Examples of personal information include (but are not limited to):

- Name, address, and contact details (telephone number, email address).
- Age, gender, marital status, or family details.
- National identification numbers.
- Financial, employment, or educational information.
- Online identifiers such as IP addresses, location data, and device information.

3. What Personal Information Do We Collect?

We may collect the following types of personal information:

- Contact Information: Name, address, email address, and phone number.
- Account Information: account details.
- Billing Information: Payment details and billing address (Using Secure Payment Gateways).

4. How Do We Use Your Information?

We use your personal information for the following purposes:

- To provide, maintain, and improve our services.
- To process your transactions and manage your account.
- To communicate with you about your account, services, and promotions.
- To comply with legal and regulatory obligations and enforce our terms and conditions.

5. Sharing Your Information

We may share your personal information with the following parties:

- Service Providers: Companies that help us run our services, such as:
- Payment processors
- Customer support teams
- IT Contractors and Service Providers
- Legal Authorities: We may share your information with law enforcement or regulatory agencies if required by law.
- Business Transfers: If we merge with or are acquired by another company, your information may be transferred to them.

6. Lawful Basis of Processing

We rely on the following lawful basis for processing your personal information:

- Consent: We may process your personal information if you have given us explicit consent to do so for a specific purpose.
- Contractual Necessity: We may process your personal information when it is necessary for the performance of a contract with you or to take steps at your request before entering a contract.
- Legal Obligation: When your personal information is processed to comply with a legal obligation.
- Legitimate Interests: For business operations or in the legitimate interests of a third party provided that your interests and fundamental rights do not override those interests.
- Vital Interests: In exceptional cases, when it is necessary to protect your vital interests or those of another person, such as in a medical emergency.
- Public Interest: When it is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us.

7. Data Security

We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, use, destruction or disclosure. However, no method of transmission over the internet or electronic storage is 100% secure.

8. Know Your Rights

You have the following rights regarding your personal information:

- **Right to be informed:** Data subject has the right to be informed of the use to which their personal information is being subjected.
- **Right to Access Information:** A data subject can request a copy of the personal information we hold about them.
- **Right to Correction or Rectification:** You can request corrections to any inaccurate or incomplete information.
- **Right to Deletion (or right to be Forgotten):** You can request the deletion of your personal information under certain circumstances, such as when it is no longer necessary for the purposes for which it was collected.
- **Right to Restrict Processing:** You can request that we restrict the processing of your personal information in certain situations, such as when you contest the accuracy of the data.
- **Right to Data Portability:** You can request to receive your personal information in a structured, commonly used, and machine-readable format, and you can request that we transfer your data to another data controller where technically feasible.
- **Right to Object Processing:** You can object to the processing of your personal information in certain situations, including direct marketing.
- **Right to give Consent or Withdraw Consent:** If we are processing your personal information based on your consent, you have the right to withdraw that consent at any time.
- **Rights Related to Automated Decision-Making including Profiling:** You have the right as a data subject not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects you, unless there is a lawful basis for such processing.

9. How to Exercise Your Rights

To exercise any of your rights, please contact us using the contact details provided in the 'Contact Us' section of this Privacy Notice. We may require you to verify your identity before processing your request.

We will respond to your request within 30 days as required by CDPA.

10. Transfer of Information Outside the Country

Your personal information may be transferred to, and processed in, countries outside Zimbabwe. These countries may have different data protection laws than your home country. When we transfer your information outside Zimbabwe, we will ensure that appropriate safeguards are in place to protect your personal information in accordance with applicable laws.

11. Data Retention

We will retain your personal information only for as long as necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements. When your personal information is no longer needed, we will securely delete(destroy) or anonymize it.

12. Contact Us

If you have any requests, questions or concerns about this Privacy Notice or our privacy practices, please contact our Data Protection Officer:

Mr Bannister Chitate

Email: dpo@itanywhere.africa

Telephone: +263 772609646

If you do not receive timely acknowledgment of your complaint, or if your complaint is not satisfactorily addressed, please visit the following web site for more information and to file a complaint with the Zimbabwe Data Protection Authority (POTRAZ):

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

13. Changes to This Privacy Notice

We may update this Privacy Notice from time to time. We will notify you of any changes by posting the new Privacy Notice on our website with a new effective date (Review Date).