

BOTSWANA INSTITUTE OF BANKING AND FINANCE PRIVACY NOTICE

At Botswana Institute of Banking and Finance ("we," "us," "our"), we are committed to protecting your personal data and respecting your privacy. This Privacy Notice explains how we collect, use, store, and protect the personal data of students, clients, and other individuals who interact with us in the course of providing training services.

We are committed to ensuring compliance with applicable data protection laws and regulations, including the Data Protection Act.

1. INFORMATION WE COLLECT

We may collect the following types of personal data, which are necessary for us to provide our training services effectively:

- a. **Personal identification information:** Name, date of birth, gender, identification number, nationality.
- b. **Contact information:** Email address, phone number, residential address, emergency contact details.
- c. **Professional and educational information:** Academic background, professional qualifications, current occupation.
- d. **Financial information:** Payment details such as credit/debit card numbers, bank account details, transaction history related to course fees.
- e. **Media and communications:** Photographs, video footage, or audio recordings taken during training sessions, events, or webinars, including your participation in online discussions or webinars.

2. SOURCES OF PERSONAL DATA

We collect most of the personal data directly from you. You give us this personal data when you complete the various application forms you are given to populate for any training service solicited from us. Some of your personal data is collected indirectly from third parties.

3. HOW WE USE YOUR PERSONAL DATA

We process your personal data for the following purposes:

- a. **Providing training services:** to enrol you in courses, process training applications,

track your progress, and provide certifications, to manage course materials, assignments, and communicate with you regarding course schedules and updates.

- b. **Communication:** to send you essential course-related notifications, training materials, updates, and reminders, to provide customer service and respond to any inquiries or feedback.
- c. **Financial and payment processing:** to process payments for courses, issue invoices, and handle refunds or billing issues, if applicable.
- d. **Legal and regulatory compliance:** to meet legal requirements and regulations applicable to our training programs, such as reporting, accounting, and auditing obligations, to comply with tax laws, educational regulatory standards, and other industry-specific requirements.
- e. **Marketing and promotional activities** (only with your consent): to send you promotional materials about upcoming courses, events, webinars, and other training opportunities that may be of interest to you. You can opt-out of marketing communications at any time.

4. **LEGAL BASIS FOR PROCESSING PERSONAL DATA**

We process your personal data based on the following legal grounds:

- a. **Consent:** We obtain your consent for specific processing activities such as sending promotional materials or using media recordings for marketing.
- b. **Contractual necessity:** We process personal data as required to fulfil our contract with you (e.g., enrolling you in courses, processing payments).
- c. **Legal obligation:** We process personal data to comply with applicable legal requirements and regulations.
- d. **Legitimate Interest:** We may process personal data for purposes that align with our legitimate business interests, such as improving our services or ensuring security.

5. **SHARING YOUR PERSONAL DATA**

We may share your personal data with the following parties under specific circumstances:

- a. **Service providers:** Third-party service providers who assist us in delivering training services, processing payments, hosting our learning platforms, conducting surveys or storage. These third parties are bound by contractual agreements to protect your data.
- b. **Legal authorities:** We may disclose your personal data to regulatory bodies, law enforcement agencies, or other authorities if required by law or in response to a legal request.
- c. **Partners:** With your consent, we may share your information with educational or professional partners who offer complementary training services or resources.

6. DATA RETENTION

We will retain your personal data for as long as necessary to fulfil the purposes outlined in this Privacy Notice, or as required by law. When your data is no longer needed, we will securely delete or anonymize it.

7. YOUR RIGHTS

You have the following rights:

- a. **Right to access:** You can request a copy of the personal data we hold about you.
- b. **Right to rectification:** You can ask us to correct any inaccurate or incomplete information.
- c. **Right to erasure:** You can request the deletion of your personal data, subject to certain conditions.
- d. **Right to restrict processing:** You can ask us to limit how we process your data.
- e. **Right to data portability:** You may request to receive your personal data in a structured, commonly used format to transfer to another provider.
- f. **Right to object:** You can object to the processing of your data for certain purposes, including marketing.
- g. **Right to withdraw consent:** If you have given consent for certain data processing activities, you may withdraw it at any time.

To exercise any of these rights, please contact us at +267 395 2493.

8. SECURITY OF YOUR PERSONAL DATA

We take appropriate technical and organisational measures to protect your personal data against unauthorized access, disclosure, alteration, and destruction. Our security measures include encryption, secure storage solutions, firewalls, and access control policies to protect your data.

9. INTERNATIONAL DATA TRANSFERS

If personal data is transferred outside of Botswana to a country lacking an adequacy decision, we will implement appropriate safeguards, such as standard contractual clauses, and rely on permitted derogations if necessary.

10. UPDATES TO THIS PRIVACY NOTICE

We may update this Privacy Notice from time to time. When we make significant changes to how we process your personal data, we will inform you.

11. CONTACT US

If you have any questions about this Privacy Notice or wish to exercise any of your data protection rights, please contact us at:

Data Protection Officer (DPO): Mr Pitso Mokane

DPO Email: mokanep@bibf.ac.bw

DPO Phone number: +267 395 2493