



PRIVACY NOTICE

Introduction

The Reserve Bank of Zimbabwe ("RBZ" or "the Bank") is committed to protecting the privacy, confidentiality and security of personal information collected and processed in the course of its statutory, regulatory, supervisory, administrative and operational functions.

For full details, please read or download the comprehensive Privacy Notice. [\[Privacy Notice - Full Document\]](#)

[Download the Full Privacy Notice \(PDF\)](#)

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What personal information does RBZ collect and why?

RBZ may collect and process personal information from regulated institutions, applicants, employees, prospective employees, suppliers, service providers, visitors, complainants, members of the public and users of RBZ websites, portals and digital platforms. Depending on the relationship with the Bank and the purpose for which information is required, this may include identification information, contact details, financial information, employment and professional information, regulatory and compliance information, correspondence, technical and online information, and special categories of personal information authorised by law.

What principles guide RBZ's processing of personal information?

RBZ processes personal information in accordance with applicable data protection principles under the Cyber and Data Protection Act [Chapter 12:07], including lawfulness, fairness, transparency, purpose limitation, data minimisation, accuracy, storage limitation, confidentiality, integrity, security and accountability.

How does RBZ collect personal information?

RBZ may collect personal information directly from data subjects through forms, applications, correspondence, meetings, telephone communications, electronic submissions, websites, portals or in-person interactions. It may also collect information from regulated institutions, appointed agents, employers, service providers, other regulators, public authorities, law enforcement agencies, publicly available sources or other third parties where lawful and necessary for the Bank's functions.

Who may RBZ share personal information with?

RBZ may disclose personal information where necessary for its regulatory functions, legal obligations, contractual obligations, security requirements or other lawful purposes. This may include disclosure to other regulators, public authorities, law enforcement agencies, auditors, legal advisers, consultants, service providers, government bodies, international supervisory or financial institutions and other persons or entities authorised by law or contractually engaged by the Bank.

How long does RBZ retain personal information?

RBZ retains personal information only for as long as necessary for the purposes for which it was collected or further processed, or as required by applicable law, regulatory requirements, records management rules, contractual obligations, audit requirements, litigation, investigations or the Bank's legitimate operational needs.

How does RBZ protect personal information?

RBZ implements appropriate technical and organisational measures designed to protect personal information against unauthorised access, unlawful processing, accidental loss, destruction, alteration or disclosure. These measures may include access controls, confidentiality obligations, secure storage, information security controls, audit processes and staff awareness.

What are your rights?

Subject to applicable law, lawful limitations and any exemptions recognised under the Cyber and Data Protection Act [Chapter 12:07], data subjects may request access to, correction of, deletion of, or restriction of processing of their personal information, object to processing, withdraw consent where applicable, or lodge a privacy-related complaint.

How can you contact RBZ or lodge a complaint?

Privacy-related queries, requests or complaints may be directed to the Data Protection Officer at dpo@rbz.co.zw or to the Reserve Bank of Zimbabwe, 80 Samora Machel Avenue, Harare, Zimbabwe. Where a data subject is not satisfied with RBZ's handling of a privacy-related request or complaint, the data subject may lodge a complaint with the Postal and Telecommunications Regulatory Authority of Zimbabwe, the designated Data Protection Authority under the Cyber and Data Protection Act [*Chapter 12:07*].

Updates to this Privacy Notice

RBZ may update this Privacy Notice from time to time to reflect changes in law, regulatory requirements, operational practices, technology or the manner in which personal information is processed. Any amendment will take effect upon publication on the RBZ website or through any other appropriate communication channel.