

## PRIVACY NOTICE

For Members, Beneficiaries & Applicants

### YOUR PRIVACY MATTERS

Metropolitan Life Botswana is committed to protecting your personal information. To provide life and funeral insurance services, we collect and process personal data, including health information, in line with the Data Protection Act (2024).

#### WHAT INFORMATION WE COLLECT:

- Identification & verification details
- Beneficiary information
- Medical information (for underwriting & healthcare services)
- Financial information
- Contact and policy information

#### WHY WE USE YOUR INFORMATION:

- Manage your policy and benefits
- Process claims
- Provide healthcare services
- Conduct medical underwriting and risk assessment
- Prevent fraud and manage risk
- Meet legal and regulatory requirements
- Perform audits, reporting, and analytics

Some processing may involve automated decision-making, including underwriting and premium determination.

#### LEGAL BASIS FOR PROCESSING:

We are required to process your data to:

- Comply with legal obligations
- Fulfil your insurance contract
- Protect against fraud and manage risk
- Provide insurance and healthcare services

Your health data is only used where necessary for providing insurance and healthcare purposes or as permitted by law.

Providing your personal data is necessary for us to issue policies, administer benefits, and process claims. If you do not provide the required information, we may not be able to offer or maintain cover.

#### WHO WE SHARE YOUR DATA WITH:

- Healthcare providers (doctors, hospitals, pharmacies)
- Regulators (e.g., NBFIRA, IDPC)
- Reinsurers and Group companies
- Trusted service providers (under strict confidentiality and data protection obligations)

Your personal data will not be stored outside Botswana. Where necessary, it may be transferred outside Botswana to Momentum Africa Group centre in South Africa for legitimate business purposes. Any such transfer is subject to appropriate technical, organisational, and contractual safeguards to ensure compliance with the Botswana Data Protection Act, 2024.

#### HOW LONG WE KEEP YOUR DATA:

- For up to 7 years after membership ends (as required by law)
- Longer where required for legal, regulatory, or fraud prevention purposes

Your data is securely deleted or archived thereafter in line with our Data Retention Policy.

#### YOUR RIGHTS:

You have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion (where applicable)
- Restrict or object to processing
- Opt out of direct marketing
- Request data transfer (where applicable)
- Lodge a complaint with the regulator

#### SECURITY OF YOUR PERSONAL DATA:

We implement appropriate technical and organisational measures to protect your personal data against loss, misuse, unauthorised access, disclosure, or alteration.

#### NEED HELP OR WANT TO COMPLAIN?

##### CONTACT OUR DATA PROTECTION OFFICER:

**Name:** Ms. Leungo Phirinyane

**Telephone:** +267 71 301 522

**Email:** DPOBots@metropolitan.co.bw

##### CONTACT DETAILS OF THE DATA CONTROLLER

**Data Controller:** Metropolitan Life Botswana

**Address:** Plot 54352, Zambezi Towers, CBD

**Contact details:** +267 362 4400