



PRIVACY NOTICE

Last updated: 01 August 2026

1. Introduction

Communications and Allied Industries Pension Fund ("the Fund," "we," "us") respects your privacy and is committed to protecting your personal information in line with the Cyber and Data Protection Act [Chapter 12:07] of Zimbabwe. This notice explains what personal information we collect, why we collect it, how we use and protect it, and what rights you have.

2. Who We Are

The Communications and Allied Industries Pension Fund is a registered pension fund administering retirement benefits under the Pension and Provident Funds Act [Chapter 24:32], regulated by the Insurance and Pensions Commission (IPEC). We also own and lease rental space to commercial tenants as part of our property investment portfolio.

3. Data Controller

We are licensed Data Controller with the Data Protection Authority under the Cyber and Data Protection Act.

4. Data Protection Officer

We have appointed a Data Protection Officer to oversee compliance with data protection laws. Please direct all data protection enquiries, rights requests and complaints to:

✉ dpo@caipensions.co.zw

5. Scope

This notice applies to members, pensioners, beneficiaries, dependants, participating employers, job applicants, tenants and prospective tenants of properties we lease, and visitors to this website. This Notice applies to personal information we process through our systems, digital platforms, website, physical records and operational activities.

6. What Personal Information We Collect

We may collect, receive, or process the following categories of personal information where needed to fulfil our contractual, legal, and operational responsibilities:

- Identification details – full name, national ID or passport number, date of birth, gender, signature
- Contact details – address, phone number, email address

- Employment and financial details – employer, contribution history, salary information, bank account details
- Beneficiary and family details – names and details of nominated beneficiaries, dependants, spouses.

We collect only the personal information needed to administer your benefits or tenancy, meet our legal obligations, and operate the Fund. The specific categories we collect may vary depending on your relationship with us, so not all information listed above applies to every individual.

7. Why We Use Your Personal Information

We process personal information to carry out the Fund's legal, regulatory, contractual, and operational responsibilities. The main purposes are set out below.

Fund administration and member services

- Register and administer your Fund membership.
- Calculate, pay, and manage retirement, withdrawal, ill-health, and death benefits.
- Verify your identity and, where applicable, confirm proof of life for pensioners.
- Communicate with you about benefits, contributions, and other Fund matters.

Legal, regulatory, and operational requirements

- Comply with legal and regulatory obligations
- Investigate and resolve queries, complaints, or disputes.
- Maintain the security of our systems, premises, and records.

Property and lease management

- Assess prospective tenant applications and administer, invoice, and manage tenant leases.
- Use CCTV where necessary to support security and protect our premises.

We do not sell, rent, or otherwise disclose your personal information to third parties for commercial purposes, and we do not use your personal information for direct marketing or other unsolicited promotional activities.

8. Our Legal Basis for Processing

We process your personal information only when we have a lawful reason to do so, including to meet our legal, regulatory, contractual, and operational responsibilities. This may also include protecting our legitimate interests, carrying out tasks in the public interest, or where consent is required under the applicable law.

9. Who We Share Your Information With

We do not sell or commercially disclose your personal information. We only share your personal information with trusted service providers, participating employers, financial institutions, regulatory authorities, and other authorised third parties where necessary to administer the Fund, provide our services, fulfil our legal and regulatory obligations, or where otherwise permitted or required by law.

10. Sending Information Outside Zimbabwe

Where necessary, we may transfer your personal information outside Zimbabwe to trusted service providers or partners. Such transfers are only made where appropriate safeguards are in place and in compliance with applicable data protection laws

11. How Long We Keep Your Information

We retain your personal information only for as long as necessary to meet legal, regulatory, and operational requirements, and we securely dispose of it when no longer required.

12. How We Protect Your Information

We use appropriate technical and organisational measures to protect your personal information against unauthorised access, disclosure, loss, misuse, or destruction, and restrict access to authorised persons for legitimate and lawful purposes.

13. Your Rights

Under the Cyber and Data Protection Act, you have the right to:

- Be informed how and why your personal information is processed
- Request access to the personal information we hold about you
- Request correction of inaccurate or incomplete information
- Object to unlawful processing, and withdraw consent where processing relies on it
- Ask us to restrict processing in certain circumstances
- Lodge a complaint with the Data Protection Authority or with us

To exercise any of these rights, contact our Data Protection Officer using the details in Section 1. We may ask you to verify your identity before processing such requests.

14. Changes to This Notice

We may update this notice from time to time to reflect changes in our practices or the law. The latest version will always be available on the Fund's website.

15. Contact Us

If you have any questions about this notice or how we handle your personal information, please contact:

✉ dpo@caipensions.co.zw

☎ +263 24 279 2186-8