



Privacy Policy

Computer Society of Zimbabwe

Effective date – 07/03/2025 / Last updated: 09/09/2025

The Computer Society of Zimbabwe (“CSZ”, “we”, “us”, “our”) is committed to protecting the privacy of our members, event and training participants, website visitors, and other individuals whose personal data we process. This Privacy Policy explains what personal data we collect, why we collect it, how we use and protect it, and the rights available to you, in accordance with the **Cyber and Data Protection Act [Chapter 12:07]** and **SI 155 of 2024**.

1. Who We Are

The Computer Society of Zimbabwe, of 6 Baines Avenue, Harare, is the data controller responsible for your personal data referred to in this Policy.

Our Data Protection Officer (DPO) can be contacted at dpo@csz.org.zw or +263772131343 for any question about how we handle your personal data.

2. Scope of This Policy

This Policy applies to personal data we collect through:

- Membership applications, renewals and your ongoing relationship with CSZ as a member
- Event, workshop, conference and training registrations
- Our website [www.csz.org.zw] and any online member portal
- Email, telephone and other correspondence with CSZ
- Any other interaction you have with CSZ

This Policy does not cover the practices of third-party websites linked from our website; we encourage you to review their privacy policies separately.

3. What Personal Data We Collect

- Identity data — full name, national ID or passport number (i.e where required for certification), date of birth
- Contact data — email address, phone number, postal address
- Membership data — membership category, subscription and payment history, professional qualifications
- Event data — registration details and, only with your explicit consent, dietary or accessibility requirements
- Technical data — IP address, browser type and device information collected via our website
- Usage data — how you interact with our website, newsletters and communications
- Financial data — payment details for subscriptions and event fees, processed via secure third-party payment providers; CSZ does not store full card details

4. How We Collect Your Data

- Directly from you — through application and registration forms, correspondence, and event sign-ups
- Automatically — via cookies and similar technologies when you visit our website.
- From third parties — for example, event co-organisers, or professional bodies verifying your qualifications, where relevant

5. Why We Use Your Data and Our Lawful Basis

We only process your personal data where we have a lawful basis to do so under the Act:

Why We Use Your Data	Our Lawful Basis
Process membership applications, renewals and manage your membership	Contractual and Legal obligation
Administer events, training courses and certification programmes	Contractual Obligation
Send essential service communications (e.g. renewal reminders, event confirmations)	Legal obligation · Legitimate interest
Send newsletters, promotions and other marketing communications	Consent
Verify professional qualifications and maintain professional registers	Legitimate interest · Legal obligation
Process membership and event payments	Contractual Obligation
Improve our website, events and services	Legitimate interest
Comply with legal, tax and regulatory obligations	Legal obligation
Handle complaints, disputes or legal claims	Legitimate interest · Legal obligation

6. Who We Share Your Data With

We do not sell your personal data. We may share it with:

- **Service providers acting on our behalf** — for example, payment processors, email/newsletter platforms, cloud storage, and printing services for membership cards — under written data processing agreements
- **Professional and regulatory bodies**, where required for certification or accreditation purposes
- **Event co-organisers or sponsors**, only where you have separately consented (for example, to attendee list sharing)
- **Law enforcement or regulatory authorities**, where required by law

7. International Transfers

Some of our service providers (for example, cloud email or storage platforms) may process personal data outside Zimbabwe. Where this occurs, we ensure appropriate safeguards are in place — such as contractual protections or transferring only to jurisdictions recognised as providing adequate protection — in accordance with the Act.

8. How Long We Keep Your Data

We keep personal data only for as long as necessary for the purposes described in this Policy:

Category of Data	Retention Period
Active membership records	Duration of membership, plus 5 years
Event and training registration data	2 years after the event
Financial and payment records	6 years (tax and accounting requirements)
Marketing consent records	Until you withdraw consent
Unsuccessful job applicant data	6 months

After these periods, your data is securely deleted or anonymised in line with our internal Data Retention & Disposal Policy.

9. How We Protect Your Data

We maintain technical and organisational security measures — including access controls, encryption where appropriate, secure networks, and regular security reviews — to protect your personal data against unauthorised access, loss or misuse, as set out in our internal **Cybersecurity & Information Security Policy**.

10. Your Rights

Under the Act, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete data
- Request deletion of your data where retention is no longer justified
- Object to processing based on our legitimate interest
- Restrict processing pending resolution of a dispute
- Withdraw consent at any time, where consent is the basis for processing (for example, unsubscribing from marketing emails)

To exercise any of these rights, contact our DPO using the details in Section 16. We will verify your identity and respond within 30 days.

11. Cookies and Website Data

Our website uses cookies and similar technologies to remember your preferences, keep you signed in where applicable, and understand how visitors use our site. You can control or disable cookies through your browser settings; doing so may affect some website functionality.

12. Marketing Communications

We will only send you marketing communications — such as newsletters and event promotions — where you have opted in, or as otherwise permitted by law in respect of our existing members. You may unsubscribe at any time using the link in each communication, or by contacting us directly.

13. Children's Data

Our services are intended for professional and adult use. We do not knowingly collect personal data from children under the age of 18 without appropriate parental or guardian consent.

14. Changes to This Policy

We may update this Policy from time to time to reflect changes in our practices or in the law. The “Effective date / Last updated” line at the top of this Policy shows when it was last revised. Where changes are material, we will take reasonable steps to notify our members.

15. How to Contact Us

- Data Protection Officer: [name] — dpo@csz.org.zw — +263772131343
- CSZ Secretariat: [postal address] — info@csz.org.zw — +2638612001800

16. How to Lodge a Complaint

If you are unhappy with how we have handled your personal data, please contact our DPO first so we can try to resolve the matter directly. You also have the right to lodge a complaint with the Authority designated under the Cyber and Data Protection Act [Chapter 12:07].