



ZIMBABWE NATIONAL WATER AUTHORITY WEBSITE DATA PRIVACY STATEMENT

1. Introduction

The Zimbabwe National Water Authority (ZINWA) is committed to protecting the privacy and security of visitors to its website. This Privacy Statement outlines how we collect, use, store, and safeguard your personal information in compliance with the *Cyber and Data Protection Act [Chapter 11:12]* and other applicable laws of Zimbabwe.

2. Information We Collect

We may collect the following types of personal data through our website:

- Name, contact details (e.g., phone number, email address)
- Identity information (e.g., National ID, employment details where applicable)
- Location data and IP addresses
- Browser and usage information (cookies and analytics)

3. Purpose of Data Collection

Personal data collected through the website is used for the following purposes:

- Responding to inquiries or requests submitted via the website
- Providing services or information
- Improving website functionality and user experience
- Complying with legal obligations

4. Cookies and Tracking Technologies

Our website may use cookies to enhance your browsing experience. Cookies help us understand how you use our site and may be used for analytics purposes. You can manage your cookie preferences through your browser settings.

5. Data Sharing and Disclosure

We do not share your personal data with third parties except in the following circumstances:

- With your consent
- To comply with legal or regulatory obligations

- With service providers performing functions on our behalf under confidentiality agreements

6. Data Security

We implement appropriate technical and organisational measures to safeguard your personal information against unauthorised access, disclosure, alteration, or destruction.

7. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected or as required by applicable laws and regulations.

8. Your Rights

You have the following rights regarding your personal data:

- The right to access your data
- The right to request correction or deletion
- The right to object to processing
- The right to lodge a complaint with the Data Protection Authority

9. Third-Party Websites

Our website may contain links to external websites. ZINWA is not responsible for the privacy practices of these websites.

10. Contact Us

If you have any questions about this Privacy Statement or wish to exercise your data rights, please contact:

The Data Protection Officer

Zimbabwe National Water Authority (ZINWA)

Email: tkatehwe@zinwa.co.zw

Phone: +263719534574