

TILE AND CARPET CENTRE PRIVACY NOTICE

Last updated: 1 July 2025

1. Introduction

Tile and Carpet Centre ("TACC", "we", "us", or "our") is committed to protecting the privacy, confidentiality, and security of personal data in accordance with the Cyber and Data Protection Act [Chapter 12:07] (CDPA) and the Cybersecurity and Data Protection Regulations (CDPR), SI 155 of 2024 of Zimbabwe.

This Privacy Notice explains how we collect, use, store, share, and protect your personal data when you interact with Tile and Carpet Centre in any capacity as a customer, employee, visitor, contractor, or through our websites and systems.

2. Scope

This Privacy Notice applies to all personal data processed by Tile and Carpet Centre through:

- Digital platforms (e.g. Facebook, Instagram, Whatsapp)
- Tile And Carpet Centre websites and online services
- Instore Point of Sales Systems
- Email and telecommunication systems
- Physical security systems (e.g. visitor logs, access controls)
- HR and recruitment systems

3. Legal Basis for Processing

Tile And Carpet Centre processes personal data based on one or more of the following legal grounds as stipulated in the CDPA:

- Performance of a contract (e.g. employment)
- Compliance with a legal obligation
- Protection of vital interests
- Performance of a task carried out in the public interest
- Legitimate interests pursued By Tile and Carpet Centre or a third party
- Consent (where required)

4. Categories of Personal Data Collected

We may collect and process the following categories of personal data:

- **a. Identity Data:** Name, date of birth, gender, national ID, passport number, EC number (for employees)
- **b. Contact Data:** Physical address, email address, phone number, next of kin
- **c. Academic and Professional Data:** Educational history, transcripts, qualifications, staff development records, job applications
- **d. Financial Data:** Bank details, tuition/payment records, salary information, NSSA and ZIMRA numbers

- **e. ICT Usage Data:** Tile and Carpet Centre email usage, internet browsing logs, device identifiers
- **f. Security Data:** Visitor logs, Biometric access logs, CCTV footage (where installed), disciplinary records
- **g. Special Category Data:** Health or disability information (for employee welfare, HR, or accommodation), biometric data (if applicable), religion (only if necessary and consented)

5. Purposes for Processing Personal Data

Tile And Carpet Centre processes personal data for the following purposes:

- Employment, payroll, benefits administration, and performance management
- Security and safety management
- Research, planning, and institutional development
- Communication with stakeholders
- Statutory reporting to entities like ZIMRA, POTRAZ, NSSA, etc.
- Compliance with data controller obligations under the CDPA

6. Data Sharing and Disclosure

Tile And Carpet Centre does not sell your data. We may share personal data with:

- Government agencies and regulators (e.g. ZIMRA, ZIMSEC, NSSA, POTRAZ)
- Service providers under strict contractual obligations (e.g. cloud service providers, IT maintenance)
- Law enforcement agencies when required by law

All data disclosures are governed by applicable laws and Tile and Carpet Centre's internal Data Sharing Agreements.

7. Data Security

Tile And Carpet Centre implements appropriate technical and organizational measures to safeguard your personal data, including:

- Access control and authentication mechanisms
- Firewalls and antivirus systems
- Data encryption where applicable
- Regular system audits and monitoring
- Security awareness training for staff
- Cyber incident response procedures

8. Data Retention

Tile And Carpet Centre retains personal data only for as long as necessary to fulfill the purposes outlined in this Notice or to comply with legal obligations. Data retention schedules are maintained in accordance with institutional policy and CDPA regulations.

9. Data Subject Rights

Under the CDPA, you have the following rights regarding your personal data:

- Right to be informed - about the collection and use of your personal data
- Right of access to your personal data held by Tile and Carpet Centre
- Right to rectification to correct inaccurate or incomplete data
- Right to erasure - to have your data deleted, under certain conditions
- Right to restriction of processing
- Right to object to processing based on legitimate interests or public interest
- Right not to be subject to automated decision-making without human involvement

To exercise your rights, contact the Tile and Carpet Centre Data Protection Officer (see Section 12 below).

10. Cross-Border Data Transfers

Where personal data is transferred outside Zimbabwe, Tile and Carpet Centre ensures that:

- The destination country has adequate data protection laws, or
- Appropriate safeguards are in place (e.g. contractual clauses), and
- Data subject rights continue to be protected

11. Cookies and Online Tracking

Tile And Carpet Centre websites may use cookies and other tracking technologies to:

- Enable website functionality
- Analyze traffic and usage patterns
- Improve user experience

You can manage your cookie preferences through your browser settings.

12. Contact Details

Data Protection Officer (DPO)
Tile and Carpet Centre
IT Department
56 McChlery Road, Eastlea, Harare, Zimbabwe
Tel: +263 8677008940
Email: dpo@tileandcarpetcentre.co.zw

13. Updates to this Notice

This Privacy Notice may be updated periodically to reflect changes in law, technology, or Tile and Carpet Centre operations. All changes will be published on the Tile and Carpet Centre website. We encourage you to check regularly for updates.