

AIB-AXYS PRIVACY NOTICE

Introduction

We, at AIB-AXYS, are committed to protecting and respecting your privacy and data protection rights. This Privacy Notice is a summary of how we intend to collect, use and process, share as well as retain all forms of data you may share with us.

The security of your personal data remains our utmost priority.

What are the categories of personal data that we collect?

The following are the categories of data that we may collect from you. These include:

- a) Name and contact information i.e. phone number, physical and email address.
- b) Online activity data such as IP address, browser type and cookies data.
- c) Sensitive data that includes CDS account number, bank account number and other financial information.
- d) Any other information that you provide to us required under applicable laws or for the provision of our services.

How do we collect your personal data?

Primarily, we will collect your personal data through forms (both physical and online) that we may require you to fill when seeking our services, as well as through questionnaires and online marketing platforms that seek to give feedback on our products and services.

Alternatively, we may collect your personal information from third parties and publicly available information on the government agencies platforms such as the Business Registration System and iTax.

How do we use and process your information?

We use and process your information for the following purposes:

- a) to improve our services, conduct market research and personalize your experience;
- b) to provide you with services and content that you may request;
- c) to communicate any updates, offers or service-related issues; or
- d) to comply with all the necessary legal obligations.

Who do we Share your data with?

We may share your personal data with:

- a) Service providers – This may include IT service providers among others.

- b) Regulatory authorities – We may share your data as may be required by law or to comply with legal obligations.
- c) Other Third Parties – Taking into consideration all the necessary and proper safeguards, we may share data with other third parties if required for business operations, mergers, acquisitions or restructuring.

Do we Share your data with foreign entities?

Please note that in the process of undertaking foreign investments, we may liaise with foreign brokers to assist in that. However, the safety of your data and the protection of your rights remains our priority. To realize this, we have ensured that all the appropriate safeguards are in place and that your consent is sought before we transfer your data to any foreign entity.

Data Security

To protect your personal information from unauthorized access, disclosure and destruction, we have taken all necessary technical and organizational steps. We have limited our employees and other authorized third parties to access your personal information save on a need-to-know basis.

Additionally, we have put in place encryption codes, firewalls and secure access controls to achieve a reasonable degree of safety for your personal data.

Automated Processing

We may use automated systems to improve our service offering. These systems look at data to understand your preferences and needs for personalized service delivery. The automated evaluations may affect our recommendations for the services and products that we offer.

You can choose not to rely only on these automated systems, but this may reduce the personalized investment options we can offer you.

Your Rights Under the Data Protection Act

The following are the rights guaranteed to you:

- a) The right to give and withdraw consent for the collection, use and processing of all or part of your personal data.
- b) The right to be informed of the use of your personal data.
- c) The right to access your personal data within our custody.
- d) The right to request correction and deletion of false or misleading data.
- e) The right to deletion of false or misleading data about you.
- f) The right to receive personal data concerning yourself in a structured, commonly used and machine-readable format.

g) The right to transmit your personal data to another party without any hindrance.

Data Retention

Please note that we will retain your personal data for as long as shall be necessary in order to fulfil the company's objectives as outlined in this policy or as is required by the laws of Kenya.

Changes and Updates to the Privacy Policy

We may update this Privacy Notice as may be necessary to reflect updates or changes in our privacy policies (available at request). All changes and updates will be communicated through the appropriate channels.

Contact Information

For any questions, concerns or complaints on how we intend to process your personal data please reach out to us at:

AIB-AXYS Africa

The Promenade, 5th Floor,

General Mathenge Road,

Westland,

P.O. Box 11019-00100 Nairobi, Kenya

Call: +254-711047000/112

Email: info@aib-axysafrica.com

Feedback: feedback@aib-axysafrica.com