



## GLENS REMOVALS & STORAGE

27 WATTS ROAD NEW ARDBENNIE, HARARE  
TEL: +263 4 620711-8 FAX: +263 4 666362  
Email: [helpdesk@glens.co.zw](mailto:helpdesk@glens.co.zw)

# DATA PROTECTION POLICY

### **Policy brief & purpose**

The Glens Removals & Storage **Data Protection policy** refers to the company's commitment to treat information of employees, customers, stakeholders or other interested parties with the utmost care and confidentiality.

With this policy we ensure that the company behaves in a fair and moral manner concerning the gathering, storing and handling of data. This process will be carried out with transparency and respect towards the rights of individuals who entrust Glens Removals & Storage with their information.

### **Scope**

This policy applies to all parties (employees, job candidates, customers, suppliers etc.) who provide any amount of information to the company. The policy will be followed by all employees of the company and its subsidiaries as well as suppliers, consultants, partners and any other external entity. The policy thus refers to anyone who is in close collaboration with Glens Removals & Storage or acts on its behalf and may need occasional access to Glens Removals & Storage data.

## **Policy elements**

Glens Removals & Storage will need to obtain and process information of people that will serve its business purposes. The information may refer to any offline or online information that makes a person identifiable such as names, addresses, usernames and passwords, digital footprints, photographs, national social security numbers, financial data among others.

Glens Removals & Storage commits to collect this information in a transparent way and only with the full cooperation and knowledge of interested parties. Once this information is available to the company, the following rules are mandatory:

- The data will be collected fairly and for lawful purposes only
- The data will be processed by Glens Removals & Storage within its legal and moral boundaries
- The data will not be stored for more than the specified amount of time
- The data will be accurate and kept up-to-date
- The data will not be distributed to any party other than the ones agreed upon by the owner of the data (exempting legitimate requests from law enforcement authorities)
- The data will not be transferred to organizations, or countries that do not have adequate data protection policies
- The data will not be communicated informally
- The data will be protected against any unauthorized or illegal access by internal or external parties
- In addition to ways of handling the data Glens Removals & Storage has direct obligations towards people to whom the data belongs. Specifically Glens Removals & Storage must:
  - Let people know which of their data is collected
  - Inform people about how their data will be processed
  - Inform people about who has access to their information
  - Allow people to request the modification, erasing, reduction or correction of the data contained in the Glens Removals & Storage's databases
  - Have provisions in cases of lost, corrupted or compromised data

## **Actions**

To exercise data protection Glens Removals & Storage is committed to:

- Develop transparent data collection procedures
- Establish data protection practices (document shredding, secure locks, data encryption, frequent backups, access authorization etc.)
- Build secure networks to protect online data from cyber attacks
- Include contract clauses or communicate statements on how data will be handled
- Inform individuals of the amount of time that their data will be preserved
- Declare its data protection provisions publicly (e.g. on website)
- Ensure all concerned parties have read the policy and adhere to it
- Train employees in online privacy and security measures
- Restrict and monitor access to sensitive data
- Establish clear procedures for reporting breach of privacy or data misuse.

## **Disciplinary Consequences**

All principles described in this policy must be strictly followed. A breach of these data protection guidelines will invoke disciplinary and possibly legal action.