

Bantuzi Data Confidentiality Commitment

Bantuzi Enterprises · Lusaka, Zambia

PACRA Registration: 120251025472 · TPIN: 2003752208

Your business runs on your data — your sales, your customers, your prices, your margins. When you use a Bantuzi product, you trust us with that data. This document is our written commitment on how we honour that trust.

This commitment applies to every Bantuzi product: **Bantuzi AutoSuite, Bantuzi Legal, Bantuzi School, Bantuzi GymFlow, and Bantuzi Bridge.**

1. Your data belongs to you

We are custodians of your data, never its owners. At any time, you may request a complete export of your business data, and we will provide it in a usable format. If you ever leave Bantuzi, we will delete your data on request once your export is delivered.

2. Our confidentiality pledge

We do not view, use, or disclose your business data except as needed to operate and support the service you pay for. We will never sell your data. We will never share it with any third party — and that includes **other businesses using Bantuzi products**. Your prices, suppliers, customers, and figures are never visible to anyone but you and the staff you authorise.

3. Access only with your consent

Bantuzi staff do not browse customer data. We access your data only when you raise a support issue or give us permission, and only to the extent the issue requires. When the issue is resolved, that access ends.

4. How we protect your data

- **Tenant isolation** — your data is separated from every other business on the platform.
- **Encryption in transit** — all connections to Bantuzi services are encrypted (TLS).
- **Role-based access** — inside your business, staff see only what their role allows.
- **Encrypted backups** — your data is backed up securely so it survives hardware failure.

5. Alignment with Zambian law

We process your data consistent with the **Data Protection Act, No. 3 of 2021 of Zambia**. This commitment supplements our Terms of Service and Privacy Policy — it never weakens them. Where this document promises more than the law requires, we hold ourselves to the promise.

6. We are local and accountable

Bantuzi is a Zambian company, based in Lusaka, and we are reachable:

- **Email:** info@bantuzi.com
- **Call / WhatsApp:** +260 971 684 296

Any concern you raise about the confidentiality of your data will be answered within **2 business days**.

Mwamba Kaenga

Director, Bantuzi Enterprises

Lusaka, 9 July 2026

This is a voluntary commitment made by Bantuzi Enterprises to its customers. It is not a government certification. Upon completion of Bantuzi's registration with the Office of the Data Protection Commissioner of Zambia, this document will be updated to cite the registration.