COMPETITION & CONSUMER AUTHORITY
Fair Markets, Empowered Consumers.

Plot 28, Matsitama Road, Main Mall, Gaborone
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T: +267 393 4278 E: info@cca.co.bw
www.cca.co.bw

PRIVACY NOTICE

Data Controller: Competition and Consumer Authority
Plot 28, Matsitama Road, Main Mall
Private Bag 00101
Gaborone

In terms of the Data Protection Act of 2024, notice is required to enable the Competition and Consumer Authority ("the Authority") and any other service providers it may appoint, to process data subjects' personal data. The purpose of the notice is to explain how the Authority uses personal data it collects from data subjects.

Data Collected and Processed by the Authority

The Authority collects and processes basic personal data that may include, but is not limited to name, surname, Identity Card number, physical and postal address, cell phone number, home telephone number, email address, age, gender, complaints data, company ownership and governance data.

Purpose of Processing Personal Data

Personal data is collected and processed for the performance of the Authority's mandate in terms of the Competition Act of 2018 and the Consumer Protection Act of 2018. Personal data is also processed for compliance with legal obligations to which the Authority is subject. The Authority collects and processes personal data for the following purposes:

I. To resolve consumer complaints
II. For merger or exemption assessment
III. For anticompetition investigations
IV. For surveys, market inquiries and/or research, and
V. For processing of tenders

Personal data may further be used for the following purposes:

I. Legal proceedings before the Competition and Consumer Tribunal and other courts of the Republic of Botswana
II. Internal and external audits of the Authority
III. Reporting to the Competition and Consumer Board
IV. Publication on the Authority's website(www.cca.co.bw), social media platforms (such as Facebook, X, LinkedIn, Instagram and YouTube), annual reports, newsletters, and other promotional or marketing materials.

RIGHTS OF DATA SUBJECTS

Data subjects have the rights to:

I. Access and obtain a copy of their personal data.
II. Rectify inaccurate or incomplete personal data.
III. Object to the processing of their personal data (subject to legal requirements).
IV. Request the erasure of their personal data (subject to legal requirements).
V. Restrict the processing of their personal data (subject to legal requirements).

Personal data shall be stored securely electronically and physically and will be retained for a period as required by law.

To exercise their rights or for any questions or concerns about the Authority's data protection practices, data subjects are advised to contact the Authority's Data Protection Officer at 3934278/3712026.

Should a data subject wish to lodge a complaint regarding the Authority's data processing, they may contact the Information and Data Protection Commission.