



Bank of Zambia

PRIVACY POLICY

Last updated: March 2025

This Privacy Policy explains how Bank of Zambia (“we,” “our,” or “us”) collects, uses, and protects your information when you use the Bank of Zambia New Banknote Mobile Application (“App”).

1. Information We Collect: As our App is mainly informational, we collect minimal data. This may include:

- a) Usage Data: Non-personally identifiable information such as app usage patterns, device type, and operating system.
- b) Optional Information: If you voluntarily provide feedback or contact us, we may collect your email address or other contact details.

2. How We Use Your Information: The limited data we collect is used for the following purposes:

- a) To improve the App’s functionality and user experience.
- b) To respond to your feedback or inquiries (if applicable).

3. Data Sharing: We do not sell, rent, or share your personal information with third parties except in the following cases:

- a) If required by law, such as to comply with a legal obligation or valid governmental request.
- b) To protect the security, rights, or property of Bank of Zambia.

4. Data Security: We take reasonable measures to protect your data from unauthorized access, use, or disclosure. However, no system is completely secure, and we cannot guarantee absolute security.

5. Third-Party Services: Our App may link to third-party websites or services. We are not responsible for the privacy practices of those third parties. Please review their privacy policies.

6. Changes to This Privacy Policy: We may update this Privacy Policy from time to time. Changes will be posted within the App, and continued use of the App constitutes acceptance of the revised policy.

7. Contact Us: If you have any questions about this Privacy Policy, please contact us at:

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