



Data Privacy & Protection Policy

1. Purpose

RuraTech (Pty) Ltd and RuraTech Zimbabwe (Pvt) Ltd are committed to protecting the privacy, confidentiality, and security of all personal and organizational information processed through our Mobile Digital Library solutions and related services. This policy outlines how we collect, use, store, share, and protect data in compliance with applicable data protection laws, including the **Protection of Personal Information Act (POPIA)** of South Africa, the **Cybersecurity and Data Protection Act** of Zimbabwe, and international best practices such as the **General Data Protection Regulation (GDPR)**.

2. Scope

This policy applies to:

- All users of RuraTech's Mobile Digital Library (learners, educators, administrators, corporate sponsors).
- All employees, contractors, and partners who have access to personal or institutional data.
- All digital platforms, servers, hardware, and software deployed by RuraTech.

3. Data We Collect

RuraTech collects only the data necessary to deliver and improve learning outcomes. This includes:

- **Personal Information:** Names, grade/class information, and in some cases contact details of learners and educators.
- **Usage Data:** Login records, resource usage, time spent on content, and performance analytics.
- **Technical Data:** Device information, server logs, and offline/online system activity.

We do **not** collect unnecessary sensitive personal data such as financial details, political affiliation, or biometric information unless legally required.

4. How Data is Used

Data collected is used to:

- Provide learners and educators with access to digital content.
- Track learning outcomes and generate anonymized impact reports.
- Support educators in monitoring learner progress.
- Improve the performance and reliability of the Mobile Digital Library.
- Report aggregated impact to corporate sponsors and partners (no individual personal information is disclosed without consent).

5. Data Sharing and Disclosure

Personal data will **not** be sold, rented, or traded.

Data may only be shared with:

- Schools and educators for educational purposes.
- Corporate partners or sponsors in aggregated and anonymized form.
- Regulators or authorities, if legally required.

Any third-party service providers engaged by RuraTech are bound by strict confidentiality and data protection agreements.

6. Data Storage and Security

Data is stored on secure servers, either on-site (offline servers in the Mobile Digital Library) or in trusted cloud services where applicable. Access is restricted through password protection, role-based permissions, and encryption. Regular backups and security audits are performed. In offline environments, data is secured within the Mobile Digital Library device and synchronized under controlled conditions.

7. Data Retention

Data will be retained only as long as necessary for educational delivery, reporting, and compliance purposes. Once data is no longer needed, it will be securely deleted or anonymized.

8. Rights of Data Subjects

Learners, educators, and other data subjects have the right to:

- Access their personal data.
- Request correction of inaccurate data.
- Request deletion of their data, where applicable.
- Withdraw consent to data processing (where processing is based on consent).
- Lodge a complaint with a regulatory authority if they believe their data is being mishandled.
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9. Children's Data Protection

Because the Mobile Digital Library primarily serves learners, special safeguards are in place: Only necessary learning-related data is collected. Parents/guardians and schools are informed of data usage practices. No advertising, marketing, or profiling of children is allowed.

10. Breach Management

Any data breach will be promptly investigated. Affected parties and regulatory authorities will be notified as required by law. Immediate measures will be taken to secure systems and prevent recurrence.

11. Compliance and Review

RuraTech commits to:

- Complying with all applicable data privacy regulations in operating jurisdictions.
- Training staff and partners on data privacy and security practices. Reviewing and updating this policy annually or as regulations evolve.

12. Contact Information

For any data privacy inquiries, complaints, or requests, please contact:

RuraTech (Pty) Ltd Email: jeffrey@ruratech.net Phone: +27 64 158 3193/+263 77 248 2393

Address: 26 Nugget Rd Reservoir Hills Durban SA/2 Gloucester Road Eastlea Harare ZWE