



Kori Cookson Privacy Policy

Effective Date: 16th February 2025

Introduction

Koricooks Consulting Limited trading as “Kori Cookson Advisory Services” is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage, collect, use, disclose, store, secure and dispose of your Personal Information in compliance with the *Data Protection Act No. 3 2021 of Zambia*. By using our website, e-commerce platform, or online payment system, you consent to the practices described in this policy.

What is Personal Information?

For the purposes of this Privacy Policy, “Personal Information” refers to any information or an opinion that identifies or can be used to identify an individual, as defined under the Data Protection Act No. 3 2021 of Zambia.

Examples of Personal Information we collect includes, but is not limited to, the following:

- i. Name, identification number, or location data.
- ii. Online identifiers such as IP addresses or cookies.
- iii. Financial information, payment card details, or transaction history.
- iv. Sensitive personal information, including health data, religious beliefs, or biometric data (where applicable).

This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, via our website www.koricookson.com, from your website, from media and publications, from other publicly available sources, from cookies and from third parties. We don't guarantee website links or policy of authorised third parties.

Why do we collect it?

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We use your personal data for the

following purposes, but not limited to, in compliance with the Data Protection Act No. 3 of 2021:

i. To Provide Consulting Services and Deliver E-Commerce Transactions

We use your personal data to fulfill our contractual obligations, including providing consulting services, processing your orders, and delivering products or services through our e-commerce platform.

ii. To Process Payments and Manage Your Orders

We use your payment and transaction data to process payments, manage refunds, and maintain records of your purchases in accordance with financial and tax regulations.

iii. To Communicate with You

We use your contact details to respond to your inquiries, provide updates on your orders or services, and notify you of changes to our policies or terms.

iv. To Improve Our Website, Platform, and Services

We analyse technical data (e.g., IP address, browser type) and user behaviour to enhance the functionality, security, and user experience of our website and e-commerce platform.

v. To Comply with Legal Obligations

We process your personal data to meet our legal obligations under the Data Protection Act No. 3 of 2021 and other applicable laws, including tax, accounting, and regulatory requirements.

vi. For Marketing Purposes (With Your Consent)

With your explicit consent, we may use your personal data to send you promotional materials, newsletters, or offers about our services and products. You may withdraw your consent at any time by contacting us or using the unsubscribe link in our communications.

vii. To Protect Our Legal Rights and Interests

We may use your personal data to enforce our terms and conditions, protect our rights, or defend against legal claims, where necessary.

viii. Other uses

We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Data Protection Act No. 3 2021 of Zambia to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- i. For the primary purpose for which it was obtained
- ii. For a secondary purpose that is directly related to the primary purpose
- iii. With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

We may share your personal data with third parties only when necessary and in compliance with the Data Protection Act No. 3 of 2021. This includes, but not limited to, the following:

- i. With your consent; or where required or authorised by law.
- ii. To Payment processors to facilitate transactions.
- iii. To Shipping providers to deliver your orders

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Koricooks Consulting Limited will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Cookies and Tracking Technologies

Our website and e-commerce platform use cookies and similar technologies to enhance your experience. You can manage your cookie preferences through your browser settings.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

Koricooks Consulting Limited
No. 8 Mosi O Tunya Road
Woodlands
Lusaka
ZAMBIA

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