

Prudential Life Assurance Zambia Limited Personal Information Collection Statement

We, Prudential Life Assurance Zambia, the Prudential Group and our Business Partners, will use the personal information you provide to us for the following purposes: to communicate with you, to enable us to administer, process and service our products and services for you, to comply with legal or regulatory requirements, to improve our products and services, to carry out checks using third party agencies or publicly available information and keeping your information on record as well as carrying out other internal business administration. For certain products or services, we'll need to process your sensitive personal information, such as information relating to health.

If appropriate, we may also pass on your personal information to financial crime prevention agencies and any legal, regulatory or government bodies. Any transfer of your personal information will always be done securely.

As we, the Prudential Group, and some of our Business Partners are global companies, we might need to send your personal information overseas. Any transfer of personal data overseas will be in accordance with applicable local law requirements.

Your personal information will be stored either for as long as you are our customer, or longer if required by law or as is otherwise necessary. It'll always be kept in line with our data retention policy.

You can request: a copy of your personal information, that we correct anything that's wrong, or complete any incomplete personal information or that we delete your personal information if it is no longer needed for the purposes set out above or there is no other legal basis for the processing of your personal information.

We, Prudential Life Assurance Zambia and the Prudential Group will send you information by text, email, telephone, post or other means about our products and services.

Prudential Group means any affiliates of Prudential Life Assurance Zambia (including, Prudential Plc, Prudential Africa Holdings Limited and Prudential Corporation Asia).

Business Partners means our service providers, accountants, auditors, IT service and platform providers, intermediaries, reinsurers, investment managers, agents, selected third party financial and insurance product providers and our professional advisers.