

# Privacy Policy

Thank you for visiting the Data Protection Office (DPO) website and reviewing our privacy policy.

In accordance with Rwanda's [Law N° 058/2021 of 13/10/2021 relating to the protection of personal data and privacy \(DPP Law\)](#) , and other international laws on personal data and privacy such as the GDPR, this privacy policy explains how Data Protection Office will use your personal data when you visit our website.

This privacy policy tells you what to expect us to do with your personal information when you make contact with us or use one of our services.

## **Why is data collected and further processed?**

The data we process is collected from the following sources:

- Registering as a data controller or data processor under the DPP Law
- Filing a complaint
- Reporting a data breach
- Providing feedback
- Any other interaction with us including through our social media platforms

## **What data do we collect and further process, and how?**

As a general rule, DPO does not collect your personal data when you visit our website unless you choose to provide information to us.

Submitting your personal data through our website is voluntary. By doing so, you are giving us permission to use the information for the specific purposes mentioned above.

The following data (including personal data) will be collected through forms found on our website:

- Name (Last name and First name);

- Email address;
- Phone number;
- Country;
- Information related to processing of personal data activities (description, purpose, recipients, hosting providers, protection measures, risks, data processing contracts);
- Institution information (name, phone, number, website, email, incorporation certificate).

**We store your information in a record system designed to retrieve information about you through personal identifiers (Name, Email address, Phone number, Location/address), so that we may process your inquiries and contact you.**

In addition, our website uses Google Analytics measurement software to help improve the experience of visitors. Our website uses the following Google Analytics tracking data for website improvement.

- Number of users: number of users that have visited the website and certain pages across specific time periods.
- New and returning visitors: users who are visiting the website for the first time and those who are returning.
- Session statistics: duration of visit, number of pages viewed and other click-through interactions with the website.
- Approximate geolocation: country from which the session originated and language spoken in user's browser.
- Browser and device information: browser used, operating system, screen resolution, and flash colors of device used.

## **How do we protect and safeguard your information?**

- All personal data collected are internally processed only by designated staff members, and are stored on servers which abide by National Cyber

Security Authority (NCSA) rules and standards and in compliance with the DPP Law.

### **Visiting Other Websites**

Our website may contain links that redirect to other institutions. These websites are not within our control and may not follow the same privacy, security, or accessibility policies. Once you head to another site, you are subject to their policies.

### **Contact information**

If you have any concerns regarding our privacy policy or the use of your information, please contact us at [dpp@ncsa.gov.rw](mailto:dpp@ncsa.gov.rw).