



# CONSUMER DATA PROTECTION STATEMENT

## The Statement

Firstly, your data is stored and used by FIT Insights Limited. You can contact us on +256 414 532 393 or 256 755 685 051 between 9am and 6pm Monday to Friday. You can also e-mail us at [customercare@maalicard.com](mailto:customercare@maalicard.com) or [info@fitinsightsgroup.com](mailto:info@fitinsightsgroup.com) or write to us at P.O. BOX 40263 Nakawa, Kampala, Uganda. Our Group website [www.fitinsightsgroup.com](http://www.fitinsightsgroup.com) and other functional website : [www.maalicard.com](http://www.maalicard.com) | [www.infotradeconnect.com](http://www.infotradeconnect.com) | [www.infotradeuganda.com](http://www.infotradeuganda.com)

For any enquiries specifically regarding data we store about you, or how FIT Insights Limited used your data, you can contact our Data Protection Officer via e-mail at [dataofficer@fitinsightsgroup.com](mailto:dataofficer@fitinsightsgroup.com) or write to them at P.O. BOX 40263 Nakawa, Kampala, Uganda.

FIT Insights Limited is a business dedicated to providing consumers with excellent products and services. Our products and Services include the provision of business development services, market information services, financial Inclusive Services and Research and Consultancy

FIT Insights and its associate products /services or its branded department (Maalicard and Infotrade) collect data via website, online tools, mobile or smart devices, paper-based methods. The data collected includes but not limited to Biodata, location, personal history, transaction data, market data and production data and may extent to social data both in text/graphic and voice.

We only use your data to action service you have placed with us or to support the services you have requested from other third party(ies) such as banks, insurance firms, Development Partners, government agencies e.t.c. The purpose is to tailor the service to you as an individual and also financial service to secure the transaction as payment facilitator. You will be asked in case you would like us to keep or use your information for any other purpose. Should you agree that we may do so, we pledge to keep you informed of any future products or services we believe you may be interested in.

To provide our services or product to you, we may need to share your information with our approved IT engineers programming or mapping of information to your account and other related reasons. We will retain your data for up as per the data retaining policy that govern our industry of operation and also based on the internal data retention policy for the service requested.

If at any point you wish to see a copy of the data we hold on you, details of how we use and store your data, or receive further details regarding your rights, you can request this from us via phone or e-mail.

If any data we hold regarding you is incorrect, you may request a correction to your data at any time.

You may also request that we cease processing your data at any time or to object to our continued use of your data. This does not affect any processing that has been carried out prior to your request being received.

You also have the right to request that we transmit all or any data we hold regarding you to a third party in a commonly used electronic format.

  
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FIT INSIGHTS LIMITED | FIT HUMANITY | MAALICARD | INFOTRADE | FARMIS | MAALIPOT | MAALIPAY | MFC |

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You also have the right to request that we delete all personal data which FIT Insights Limited holds on you at any time. The only reason we would not carry out this request is if it would result in us being in breach of other legal or regulatory obligations we have, but we would always inform you at the time were this is the case.

You have given us consent to use your personal data to contact you in the future regarding products and services from FIT Insights Limited that we believe you may be interested in.

Please look out for the consent statement on the data collection tools that we use for any of the services we offer.

You have the right to withdraw your consent at any time. This wouldn't affect any use of your data carried out up until that point but would have immediate effect from when we receive your request. You can withdraw your consent by contacting us by phone or e-mail, or by writing to us using the details given above.

If for any reason you are unhappy with our use of your data and wish to lodge a complaint, you can contact the NITA Uganda but before any external intervention our team will be ready to hear and discuss with you.

If you wish to make an anonymous report, email [whistleblower@fitinsightsgroup.com](mailto:whistleblower@fitinsightsgroup.com); you will be protected under the whistleblower policy and if you wish to be contacted after our action let us know, we shall gladly do so.

Please note that for Infotrade Maallicard and Tailored Market Information Services or Market Identification Services, if you do not give us permission to use your data, unfortunately we would be unable to fulfil our role and responsibility to you as a consumer. So, without your permission, FIT Insights and its associated company will decline the delivery of the service and we would need to cancel any arrangement with you or the directed third-party agency.

**Note:** that we shall always collect and verify where necessary: Your name, address and telephone number, finger print and National ID (NIN) was supplied to us by one of the following sources: The NIRA, Credit Reference Bureau or Interpol and any other agencies that may seem relevant at the time.

### Call Recording Policy

The reason we record calls is that it is necessary to protect the interests of one or more participants. We may store the calls for the length of time required as per our Data Protection Statement.

### Photographic Evidence, GPS mapping and their Storage and use Policy

As we carry out work, at office and in the field. Staff will be required to take pictures and take GPS position marks for the event or activity taking place at the time. This is necessary in providing proof of service delivery, or personal presence and may also be use as audit reference that may protect you or FIT as the service providers. The information will be use and store as per the other data policies.

### Your Responsibility

You are required to verify that at all times you are dealing with an authorized employee of FIT (with a Valid ID, Clear photo, same should be on the official company website) before exchanging or giving information. Where in doubt call the office line +256 414 532 393 or 256 755 685 051.

  
Signed

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