

## DATA PRIVACY NOTICE

Africa Trade Finance values the personal information you provide to us using the Africa Trade Finance Portal "ATF Portal". This Data Privacy Notice explains how we protect your personal data and how you can control how we use your personal information. If you want to change the way in which we use your data or if you have a question about how your personal information is used please contact us using the methods below:

- Email: [info@africatradefinance.com](mailto:info@africatradefinance.com)
- Phone +44 (0) 203 771 9653
- Postal address: Octagon Point St Pauls, 5 Cheapside, London, EC2V 6AA

## THE INFORMATION WE COLLECT

We only collect information that you give us in the course of us providing you with a service that you have requested, or when you ask us to contact you. Ordinarily we will only ask for the following information:

- Contact Data (Your name, company's name and contact details including your email address, contact number and office address)
- Transaction Data (Shipping documents including, commercial invoices, bills of lading, packing lists and vessel information)
- Financial Data (Quarterly and annual financial reports)
- Identification Data (ID copies of directors and proof of address)

Should we do business with you, we may require additional information

## THE LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA

In general, the reason we will be processing your data is because it is necessary for the performance of a contract between us or because you have consented to receive information from us.

There are times where we will want to tell you about new products or services we are offering and about data protection news. In this case we shall be using legitimate interest as the basis of for processing.

## HOW WE USE YOUR DATA

We use the information you give us in the following ways:

- Provide you with the service you've requested; an indicative proposal for a syndicated trade loan or swift based trade loan
- Keep you informed and updated on the products that we offer
- Administer your file
- Assist our clients with data processing services

## WHO WE SHARE YOUR DATA WITH

We will not share your data to any other company without your prior consent. We will never sell your data to another company.

Please note that we may on occasion be required to share your information with the following categories of recipients:

Third parties who provide services on our behalf. We have taken steps to ensure that all such entities keep your data confidential and secure and only use it for the purposes that we have specified and have informed you of. Our service providers are subject to data processing agreements that are or are in the process of being updated to become, compliant with the requirements set out in the GDPR.

In relation to any other third parties, we will only disclose your information in the following circumstances:

- where you have given your consent;
- where we are required to do so by law or enforceable request by a regulatory body;
- where it is necessary for the purpose of, or in connection with legal proceedings or in order to exercise or defend legal rights;

#### INTERNATIONAL TRANSFERS

When we transfer personal data outside Sub-Saharan Africa, the GCC and the EEA, we will explain the legal basis for this transfer to you at the time of the processing.

#### KEEPING YOUR INFORMATION SAFE

We take data protection and data security very seriously. We have implemented a number of organisational and technical measures to ensure that only the people who need to see the data are allowed access and that the data is protected when stored and transmitted.

#### DATA RETENTION

Our data retention policy details the length of time we keep the various types of personal data for. There are some statutory data retention periods that we must comply with, e.g. financial information must be kept of 6 years, but in general if we have not been in contact with you for 6 years, we shall delete the personal data we collected from you from our systems.

#### DATA ACCURACY

We want the information we hold about you to be correct. Therefore if you have new, or updated, information then please tell us about the changes. You can do by emailing us at [info@africatradefinance.com](mailto:info@africatradefinance.com) or by calling us on +44 (0) 203 771 9653. If you email us or call us we won't do anything until we have verified that you made the request.

#### SUBJECT ACCESS REQUESTS

It is your right to know what personal data we hold about you. If you want to find out this information, then please write or email us to make your request. Once we have verified that it was you who has made the request we shall respond within a month.

## COMPLAINTS

If you have a complaint please contact our Data Protection Officer at [info@africatradefinance.com](mailto:info@africatradefinance.com) or by calling us on +44 (0) 203 771 9653 who will deal with your request promptly.

If you are still not satisfied with the way your complaint was handled, you can refer your complaint to UK Information Commissioner's Office. <https://ico.org.uk/concerns/>

## DATA ERASURE

If you don't want us to hold personal data about you any more, you can request for the data to be deleted. As long as there are not statutory reasons for us retaining the data for a certain period, e.g., financial transaction data must be retained for 6 years, then we will remove your data immediately we have verified that it was you who made this request.

## OTHER INFORMATION ABOUT AFRICA TRADE FINANCE

Our Companies House registration number is 9064326

Our Registered Address is c/o Mazars LLP The Pinnacle, 160 Midsummer Boulevard, Milton Keynes MK9 1FF