

**What is Data Protection Act 2017 about?**

The Data Protection Act 2017 (DPA) came into force on 15 January 2018.

The DPA has been designed to strengthen your control and personal autonomy over your personal data, in line with current relevant international standards and for matters related thereto.

**Who are we?**

MCB Microfinance Ltd (“MCBMF Ltd” or “we” or “us”) is a private company and subsidiary of MCB Group Ltd, a public Limited Company whose shares are quoted on the Stock Exchange of Mauritius.

You can find out more about us at [www.mcbmicrofinance.mu](http://www.mcbmicrofinance.mu).

**How does MCBMF Ltd process your personal data?**

The present document explains how we process your data. This information sheet has been designed to keep you informed of how MCBMF Ltd uses your personal data. This includes what you tell us about yourself, your business and what we learn by having you as a customer.

**How are you protected by the law?**

MCBMF Ltd collects your personal data for a legitimate purpose with a view to fulfil its duties and responsibilities as a microfinance institution. Your personal data will be used only if we have a proper reason to do so. Examples are, amongst others:

- to fulfil any contractual obligation we have with you, or
- it is our legal duty, or
- you consent to it.

**What is personal data?**

Personal data refers to all information that has been provided by you in the context of your personal needs.

**Your right to access your personal data**

You have the right to request access to the personal data submitted by you to MCBMF Ltd and to review the personal data we keep about you.

**With whom is your personal data being shared?**

Your personal data may be shared, with third parties, for purposes necessary for MCBMF Ltd to perform its duties, namely:

- Regulatory authorities and/or any other official authorities;
- Credit reference agencies;
- Any party linked with you or your business’ products or services;
- Companies with which we have a joint venture or an agreement or to whom we outsource some of our business functions;
- Business introducers;
- Independent financial advisors;
- Postal services;
- Service providers;
- Lenders; and
- any other third parties to whom your personal data is shared upon your request or consent.

**How do we use your information to make automated decisions?**

MCBMF Ltd may have recourse to various Information and Technology systems to obtain automated decisions based on personal information held about you and/or your business to promote accuracy, fairness and efficiency. These automated decisions may affect the products, services or features we may offer you now or in the future.

## **Approval of credit facilities**

We perform an assessment exercise to decide whether to lend money to you or your business, when you apply for a credit facility

For the purpose of such assessment exercise, we use data from three sources:

- Your application form,
- Credit reference agencies,
- Data we may already hold.

You may note that our decisions to lend money are not based solely on the automated score but also on the recommendations/intervention from other stakeholders.

## **Marketing**

We may use your personal data to inform you about relevant products and offers. The personal data we have for you is made up of what you tell us and data we collect when you become our customer, or from third parties we work with.

We analyse your personal data to form a view on what we think you may want or need, or what may be of interest to you. We can use your personal data to send you marketing messages (including customer surveys) if we have your consent. You may request us to stop sending you marketing correspondences by notifying us in writing at any time.

We may ask you to confirm or update your choices (e.g. your preferred channel of communication), if you subscribe to any new products or services with us in the future and whenever there are changes in the law, regulation, or the structure of our business.

## **For how long your personal data is being kept?**

We will keep your data after the completion of the relevant transactions, closure of the account(s) or cessation of the business relationship, namely for legal and regulatory purposes, or any other reason. We may also keep it for research or statistical purposes.

## **What happens if you want us to stop using your personal data?**

You have the right to object to our use of your personal data, or to ask us to erase, remove, or stop using your personal data, thereby entailing the termination of your relationship with MCBMF.

However, we may still have to retain or use your personal data in the performance of our duties and to comply with our overriding legal obligations.

## **Your consent**

Your consent will be required by MCBMF Ltd prior to the lawful processing of your personal data during the usual course of business operations.

All application forms and agreements will include a specific clause as regards your consent which shall be a clear and unambiguous indication or an affirmative action whereby you authorise us to process your personal data.

## **How to withdraw your consent?**

You may withdraw your consent to MCBMF Ltd as regards the disclosure and processing of your personal data for any particular purpose(s) at any time. Should you avail yourself of this right, you will need to notify us in writing.

If you withdraw your consent, we will not be able to provide you certain products or services and you will be informed accordingly.

However, notwithstanding the withdrawal of your consent, your personal data may still be processed by MCBMF in the performance of its statutory duties.

## **You have the right to complain**

You have the right to lodge a complaint with the Data Commissioner through the Data Protection Office.

For more information about your rights under the new Data Protection legislation, please consult the Data Protection Office website: [dataprotection.govmu.org/](http://dataprotection.govmu.org/)