



LEGAL

Privacy Policy

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Issued by: Connect Outsourcing, 16 Vincent Avenue, Belvedere, Harare,
Zimbabwe

1. Introduction

Connect Outsourcing ("we," "our," "us") respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website www.connectoutsourcing.co.zw (the "Site") or use any of our services, including recruitment, HR outsourcing, labour outsourcing, payroll, virtual assistance, business process outsourcing (BPO), and software/web development (collectively, the "Services").

Please read this policy carefully. By using our Site or Services, you consent to the practices described herein.

2. Information We Collect

We may collect the following categories of personal information:

2.1 Information You Provide Directly

Category	Examples
Contact & Identity	Name, email address, phone number, physical address, national ID or passport number (for verification).

Category	Examples
Professional & Employment	CV/resume, employment history, qualifications, certifications, skills, references, preferences, driver's licence details.
Financial	Bank account details (for payroll or payment purposes), invoicing information.
Account Credentials	Username and password for our candidate or client portals.
Communications	Any information you provide when you contact us via email, phone, social media, or our contact forms.

2.2 Information We Collect Automatically

When you visit our Site, we may automatically collect:

- **Technical data:** IP address, browser type and version, device type, operating system.
- **Usage data:** Pages visited, time spent, referral source, clickstream data.
- **Cookies and similar tracking technologies** (see Section 9).

2.3 Information from Third Parties

We may receive information about you from:

- Employers (when they refer you as a candidate).
- Background check providers (with your consent).
- Publicly available sources (e.g., professional networking sites) for recruitment purposes.

3. How We Use Your Information

We use your personal data for the following purposes:

Purpose	Legal Basis (where required)
Recruitment & Placement – Matching candidates with job opportunities, sharing CVs with employers (with your consent), conducting skills assessments and reference checks.	Contract performance, Legitimate interest

Purpose	Legal Basis (where required)
HR & Payroll Services – Processing payroll, calculating statutory deductions, managing employee records for outsourced workers.	Contract performance, Legal obligation
Labour Outsourcing – Employing and managing workers assigned to client sites, handling disciplinary matters, paying wages.	Contract performance, Legal obligation
Virtual Assistance & BPO – Administering your virtual assistant or customer support services, managing access to your tools and data.	Contract performance
Software & Web Development – Communicating with you about project requirements, delivering completed work, providing support.	Contract performance
Client & Candidate Support – Responding to your enquiries, providing quotes, sending service updates.	Legitimate interest
Marketing (with consent) – Sending you newsletters, job alerts, or information about new services (you may opt out at any time).	Consent
Site Improvement – Analysing usage patterns to improve our website and user experience.	Legitimate interest
Legal Compliance – Complying with labour laws, tax regulations, court orders, or other legal obligations.	Legal obligation

4. How We Share Your Information

We do not sell, rent, or trade your personal information to third parties for marketing purposes. We may share your information in the following circumstances:

4.1 For Recruitment Services

- **With potential employers:** We share candidate CVs and relevant details only after obtaining your explicit consent.
- **With reference check providers:** To verify your employment history (with your permission).

4.2 For HR, Payroll & Labour Outsourcing

- **With tax authorities (ZIMRA, NSSA, NEC):** To remit statutory deductions as required by law.

- **With our banking partners:** To process salary payments.
- **With client companies:** Basic worker information (name, role, hours worked) for site management purposes.

4.3 For Software Development

- We do not share your source code or proprietary business logic with third parties without your written consent.
- We may use third-party hosting providers (e.g., cloud servers) that store your data securely; those providers are bound by confidentiality agreements.

4.4 Service Providers

We engage trusted third parties to help us operate our business (e.g., email services, cloud storage, accounting software). These providers have access only to the information needed to perform their functions and are contractually obligated to protect your data.

4.5 Legal Requirements

We may disclose your information if required to do so by law, court order, or government regulation, or to protect our rights, property, or safety (or the rights of others).

5. International Transfers

Because we offer international recruitment and remote services, your information may be transferred to and processed in countries outside Zimbabwe (e.g., the UK, European Union, or other countries where our clients are based). When we transfer your data internationally, we take steps to ensure appropriate safeguards are in place, such as:

- Obtaining your explicit consent.
- Entering into standard contractual clauses with the recipient.
- Ensuring the recipient is bound by equivalent data protection obligations.

6. Data Security

We implement appropriate technical and organisational measures to protect your personal information against unauthorised access, alteration, disclosure, or destruction. These include:

- Secure servers and encrypted data transmission (SSL/TLS).
- Access controls (only authorised employees can access personal data).

- Regular security reviews and employee training.
- Confidentiality agreements with all staff and third-party providers.

However, no method of transmission over the Internet or electronic storage is 100% secure. While we strive to protect your data, we cannot guarantee absolute security.

7. Data Retention

We retain your personal information only for as long as necessary to fulfil the purposes outlined in this Privacy Policy, or as required by law.

Data Type	Retention Period
Candidate CVs & contact details	2 years after last contact (unless you request deletion)
Client & worker records (payroll, contracts)	6 years (as required by tax and labour laws)
Website usage data (anonymised)	12 months
Marketing preferences	Until you opt out or request deletion

After the retention period expires, we will securely delete or anonymise your data.

8. Your Rights

Depending on your location (e.g., Zimbabwe or the EU), you may have the following rights regarding your personal data:

- **Access:** Request a copy of the personal data we hold about you.
- **Correction:** Ask us to correct inaccurate or incomplete information.
- **Deletion:** Request that we delete your personal data (subject to legal obligations).
- **Restriction:** Ask us to limit how we use your data.
- **Portability:** Request a machine-readable copy of your data (where technically feasible).
- **Objection:** Object to processing based on legitimate interests (e.g., direct marketing).
- **Withdraw Consent:** Withdraw any consent you previously gave (e.g., for marketing).

To exercise any of these rights, please contact us using the details in Section 12. We will respond within 30 days. There is no fee for reasonable requests, but we may charge a small fee for excessive or repetitive requests.

9. Cookies & Tracking Technologies

Our website uses cookies to enhance your browsing experience. Cookies are small text files stored on your device.

9.1 Types of Cookies We Use

- **Essential cookies:** Necessary for the website to function (e.g., login sessions).
- **Analytics cookies:** Help us understand how visitors use our site (e.g., Google Analytics).
- **Preference cookies:** Remember your settings (e.g., language).

9.2 Managing Cookies

You can control cookies through your browser settings. Most browsers allow you to block or delete cookies. However, disabling essential cookies may affect the functionality of our Site.

9.3 Third-Party Cookies

We may use third-party services (e.g., Google Analytics, social media widgets) that set their own cookies. We do not control those cookies; please refer to the third-party privacy policies.

10. Children's Privacy

Our Site and Services are not intended for individuals under the age of 18. We do not knowingly collect personal information from minors. If you believe a minor has provided us with personal data, please contact us, and we will delete it.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with an updated "Last Updated" date. If we make material changes, we will notify you via email (if we have your address) or through a prominent notice on our Site. Your continued use of our Site or Services after the changes take effect constitutes your acceptance of the revised policy.

12. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us:

- **Email:** privacy@connectoutsourcing.co.zw (or info@connectoutsourcing.co.zw)
- **Phone:** 08644041300 / 0786130867

Connect Outsourcing

WE GET YOU CONNECTED.

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