



KenGen Staff Retirement Benefits Scheme Privacy Notice

Privacy Notice for KENGEN Staff Retirement Benefits Scheme

Effective Date: June 18th, 2024

At KENGEN SRBS we are committed to protecting the privacy and security of your personal data in compliance with the Data Protection Act, Regulations under the Act, Guidelines by the Office of the Data Protection Commissioner, and other enabling laws. This Privacy Notice explains how we collect, use, share, and protect your personal data when you interact with services.

We encourage you to read this Privacy Notice carefully to understand our practices regarding your personal data.

1. Personal Data we Collect.

We may collect and process the following categories of personal data:

- **Personal Identifiers:** Your name, address, date of birth, national identification number, staff number, KRA PIN and contact details.
- **Financial Information:** Details about your pension contributions, benefits, banking details, investment choices, and financial transactions.
- **Sensitive personal data:** data revealing race, health status, ethnic social origin, conscience, belief, genetic data, biometric data, property details, marital status, beneficiary details including names of children, parents, spouse or spouses, next of kin sex or the sexual orientation when relevant for pension benefits or services.
- **Communication Data:** Information from your communications with us, including emails, phone calls, social media handles and correspondence.

2. How We Use Your Personal Data

We use your personal data for the following purposes:

- **Pension Administration:** To manage and administer your pension account, including processing contributions, calculating benefits, beneficiary details and managing investments.
- **Communication:** To communicate with you about your pension account, updates, changes, and important notifications.
- **Compliance:** To fulfil legal and regulatory obligations related to pensions, tax, and financial regulations.

- Customer Support: To provide customer support and assist you with inquiries or issues related to your pension benefits and personal details
- Improvement: To analyze and improve our services, user experience, and operational efficiency.

3. Legal Basis for Processing

We process your personal information based on legal grounds such as consent, the performance of a contract, compliance with legal obligations, and our legitimate interests in providing efficient pension services and customer support.

4. Sharing Your Personal Data

We may share your personal data with:

- Third-party service providers who assist us in pension administration, communication, customer support, benefits processing/tabulation and other necessary services.
- Regulatory authorities, government agencies, and tax authorities as required by law.
- Legal advisors, auditors, and other professionals for compliance and legal purposes.

We do not sell, rent, or trade your personal data to third parties for marketing purposes.

5. Security Measures

We implement security measures to protect your personal data from unauthorized access, alteration, disclosure, or destruction. However, no data transmission over the internet or data storage system is entirely secure, and we cannot guarantee the security of your personal data.

6. Your Rights

You have certain rights regarding your personal data which include right to:

- be informed of the use to which their personal data is to be put.
- access your personal data.
- rectify the information KENGEN SRBS holds about you.
- object to the processing of all or part of their personal data by KENGEN SRBS.
- correction of false or misleading data being processed by KENGEN SRBS.
- deletion of false or misleading data being processed by KENGEN SRBS.

- data portability.

If you wish to exercise these rights, please contact us using the information provided below.

7. Contact Us

If you have any questions, concerns, or requests regarding your personal data, or if you wish to exercise your rights, please contact our Data Protection Officer at:

CEO & Trust Secretary,

KenGen Pension Plaza II,

P.O. Box 47936 – 00100,

Nairobi, Kenya.

info@kengensrbs.co.ke

(+254) 711 036 713/962

8. Changes to This Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in our practices or legal requirements. The updated Privacy Notice will be posted on our website, and the effective date will be revised accordingly.

By continuing to use our services, you signify your acceptance of the terms outlined in this Privacy Notice.

KENGEN SRBS

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