

PRIVACY POLICY STATEMENT

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PRIVATE POLICY STATEMENT

Eagle Africa Insurance Brokers Limited ("we," "us," "our") respects your privacy and is committed to protecting your personal data. This privacy policy explains how we collect, use, share, and protect your personal information when you use our website, in compliance with the Kenya Data Protection Act, 2019 (DPA).

By using our website, you consent to the data practices described in this policy. If you do not agree, please do not use our website or share your data with us in the other social media platforms.

1. Data Collected

We collect various types of personal data to provide you with our insurance brokerage services. This may include, but is not limited to:

- I. Personal Identification Information: Full name, date of birth, gender, national ID/Passport number, and KRA PIN.
- II. Contact Information: Email address, phone number, and physical address.
- III. Financial Information: Bank details, payment information, and income details (for underwriting purposes).
- IV. Insurance-Specific Information: Details about your assets (e.g., vehicle, property), health history, previous insurance policies, and claims history.
- V. Technical Data: Internet Protocol (IP) address, browser type, operating system, and information about your visit to our website (e.g., pages viewed, time spent).
- VI. Usage Data: Information on how you interact with our website and services.

2. Reason for Collection

We collect and process your personal data for specific, legitimate, and lawful purposes as required by the DPA. These purposes include:

- I. To Facilitate Insurance Services: To process your insurance applications, provide quotes, manage policies, handle claims, and renew contracts.

- II. To Communicate with You: To send you information regarding your policy, updates, and important notices.
- III. To Improve Our Services: To understand your needs, improve our website, and enhance our product offerings.
- IV. To Fulfill Legal and Regulatory Obligations: To comply with the requirements of the Insurance Regulatory Authority (IRA) and Retirement Benefits Authority (RBA), and other applicable laws, including Anti-Money Laundering (AML) and Know Your Customer (KYC) requirements.
- V. For Marketing (with your consent): To send you information about other products and services that may be of interest to you.

Important: We will not use your data for purposes other than those for which it was collected without notifying you and obtaining your explicit consent where required.

3. Sharing of the Information

We understand that your data is sensitive. We will not sell your personal data. We may share your information with third parties only under the following circumstances:

- I. With Insurance Underwriters: We will share your data with insurance companies to process your applications and obtain quotes.
- II. With Service Providers: We may share data with trusted partners who help us operate our website and business (e.g., IT service providers, cloud storage, legal advisors), provided they agree to keep this information confidential and comply with the DPA.
- III. For Legal and Regulatory Compliance: We may disclose your information to government authorities or law enforcement if required by law to comply with the Insurance Regulatory Authority (IRA), ODPC, Retirement Benefits Authority (RBA) or other regulatory bodies.

4. Protection of the Data

We implement robust security measures to protect your personal data from unauthorized access, alteration, disclosure, or destruction. These measures include:

- I. Encryption: Using Secure Socket Layer (SSL) technology to encrypt sensitive information transmitted online.

- II. Access Controls: Limiting access to your data to only those employees or partners who need it to perform their duties.
- III. Regular Audits: Conducting internal reviews of our data collection, storage, and processing practices to ensure security.

While we strive to use commercially acceptable means to protect your personal data, no method of transmission over the internet is 100% secure. We cannot guarantee its absolute security.

5. Retention Practices

We will retain your personal data only for as long as necessary to fulfill the purposes for which it was collected, including satisfying any legal, accounting, or reporting requirements. The retention period for insurance records is often dictated by the law and the limitation period for legal claims.

When your data is no longer needed, we will securely delete or anonymize it. You have the right to request deletion of your data as outlined below.

6. Your Rights Over Your Data

Under the Kenyan Data Protection Act, you have the following rights over your personal data:

- I. Right to Access: You have the right to request a copy of the personal data we hold about you.
- II. Right to Rectification: You have the right to request that we correct any inaccurate or incomplete data we hold about you.
- III. Right to Erasure ("Right to be Forgotten"): You have the right to request that we delete your personal data, subject to legal and contractual obligations.
- IV. Right to Object: You have the right to object to the processing of your data for certain purposes, such as direct marketing.
- V. Right to Withdraw Consent: You have the right to withdraw your consent to the processing of your data at any time, without affecting the lawfulness of processing based on consent before its withdrawal.

- VI. Right to Data Portability: You have the right to receive your data in a structured, commonly used, and machine-readable format and have the right to transmit that data to another controller.

To exercise any of these rights, or if you have a complaint regarding our handling of your data, please contact us using the details below.

7. Contact Us

If you have any questions about this privacy policy, wish to exercise your rights, or need to report a concern, please contact us at:

Eagle Africa Insurance Brokers Limited.

Address: Eagle Africa Centre, Longonot Road, Upperhill, Nairobi

Data Protection Contact/Phone: +254 722 201237 / 0204946000

Email: eagleafrica@eagleafrica.co.ke

We are committed to resolving any complaints about your privacy and our handling of your personal data. You also have the right to lodge a complaint with the Office of the Data Protection Commissioner (ODPC) at any time.