



**BHL-Group Policy/Procedure Standard Operating Procedure Policy (SOP) for Privacy Protection of Information systems Control.**

<b>DOC. REF.</b>	<b>BHLG-IT-001-25</b>	<b>EFFECTIVE</b>	<b>13 March 2025</b>
<b>VERSION</b>	<b>01</b>	<b>NEXT REVIEW</b>	<b>13 March 2026</b>

**BHL OPERATIONAL CONTROL**  
**Standard Operating IT Privacy Procedure/Policy Control**



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<b>Name &amp; Surname</b>	<b>Designation</b>	<b>Date</b>	<b>Signature</b>
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Etwell Moyo	GROUP SHERQ MANAGER	13.03.25	

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## 1 SCOPE

This procedure applies to all BHL information systems that control all BHL Group operations.

## 2 OBJECTIVE

This SOP outlines the process and procedures to be followed when accessing and using collecting information related to BHL operations across the group.

## 3 RESPONSIBILITIES



Role	Responsibility
Employees	Follow all IT privacy work practices and job procedures.
Supervisors	Ensure materials, equipment and manpower are in place to comply with these safe work practices and job procedure. Address all information privacy concerns that may arise while performing this procedure. Ensure all required permits are in place and management is prioritised.
Managers	Managers are responsible to review this procedure and over inspect compliance thereto

## 4 LEGAL REQUIREMENTS

- 4.1 Zambia information systems.
- 4.2 SADC STATUTORY REQUIREMENTS.
- 4.3 BHL Group ISO Standard procedures
- 4.3 BHL IT Privacy information standard procedures.

## 5 TERMS & DEFINITIONS

Term	Definition
Privacy Policy	A legal document that outlines how a company or organisation collects or uses information.
BHL	Buks Haulage Limited
ISO	International Standard Organisation.

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## 6 STANDARD POLICY / PROCEDURE

### PRIVACY POLICY

#### Introduction

BHL Group ("we", "our", "us") is committed to protecting the privacy and security of our clients' personal information. This Privacy Policy outlines how we collect, use, disclose, and protect your information when you use our services.

#### Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, contact details, identification numbers, and payment information.
- **Usage Information:** Details about your interactions with our services, including IP addresses, browser types, and access times.
- **Transaction Information:** Records of transactions and logistics details related to the services we provide.

#### How We Use Your Information



We use your information to:

- Provide and improve our transport and logistics services.
- Communicate with you regarding your inquiries, bookings, and transactions.
- Ensure compliance with legal and regulatory requirements.
- Enhance the security and functionality of our services.

#### Disclosure of Your Information

We may share your information with:

- **Service Providers:** Third-party companies that assist us in delivering our services.
- **Legal Authorities:** When required by law or to protect our rights and interests.
- **Business Partners:** In connection with business transactions, such as mergers or acquisitions.

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### Security of Your Information

We implement robust security measures to protect your information from unauthorized access, alteration, disclosure, or destruction. These measures include encryption, access controls, and regular security audits.

### Your Rights

You have the right to:

- Access and review your personal information.
- Request corrections to inaccurate or incomplete information.
- Withdraw consent for data processing, where applicable.
- Request the deletion of your personal information, subject to legal and contractual obligations.

### Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and we will notify you of significant updates.

### Contact Us

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

BHL Group Email: [enquiries@bhl.co.zm](mailto:enquiries@bhl.co.zm)  
 Address: Plot no 37651  
 Industrial Area, Chiwala Road  
 Ndola, 10101



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## 6 REVISION LOG

### 6.1 Change Codes

A	Incident	E	Equipment Changes
B	Audit finding	F	Process Changes
C	Legislation Changes	G	Periodical
D	Technological Changes		

### 6.2 Change Register

DATE	SECTION	CHANGES	CODE	REVIEWED BY