



FORTRESS HUB TECHNOLOGIES LIMITED



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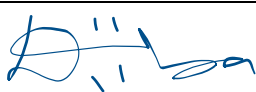
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FORTRESS HUB TECHNOLOGIES LIMITED COMPANY PRIVACY POLICY

FORTRESS HUB TECHNOLOGIES LIMITED
CONNECTED BY PACKETS

Document Control			
Document Name	DATA PRIVACY POLICY		
Document Classification	INTERNAL		
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	Name	Role	Signature
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Approved By	MILDRED CHIBALE	DIRECTOR ADMINISTRATION AND FINANCE	
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Version	Release Date	Change Description	
1.0			

Fortress Hub Technologies Limited ("FHT", "we", "our", or "us") is committed to protecting the privacy and personal data of our clients, website visitors, partners, and stakeholders. This Privacy Policy explains how we collect, use, store, and protect your personal data when you interact with our website, services, or communicate with us.

Fortress Hub Technologies Limited is an IT and cybersecurity solutions provider based in Lusaka, Zambia, offering cybersecurity services, data protection consulting, ICT governance, training, and technology solutions.

This Privacy Policy complies with the Zambia Data Protection Act No. 3 of 2021.

What Data Do We Collect?

Fortress Hub Technologies Limited may collect the following categories of personal data:

Personal Identification Information

- Full Name
- Email Address
- Phone Number
- Physical Address
- Organization/Company Name
- Job Title

Technical Information

- IP address
- Browser type and version
- Device type
- Operating system
- Website usage data

Service-Related Information

- Training registration details
- Service requests and inquiries
- Feedback and survey responses
- Payment and billing information (where applicable)

Communication Data

- Emails sent to us
- Contact form submissions
- Support and inquiry records

How do we collect your data?

You directly provide Fortress Hub Technologies Limited with most of the data we collect when you:

- Visit or use our website
- Fill out contact forms
- Register for training or services
- Send inquiries via email
- Subscribe to newsletters or updates
- Enter into service agreements with us

We may also collect data automatically through:

- Cookies
- Website analytics tools
- System logs

We may also receive personal data from:

- Partner organizations
- Training partners and certification bodies
- Clients who engage us to provide services

How will we use your data?

Fortress Hub Technologies Limited collects and uses your data for the following purposes:

Service Delivery

- To provide cybersecurity, IT consulting, and training services
- To manage client accounts and service delivery
- To respond to inquiries and provide support

Communication

- To contact you regarding services or training
- To respond to your requests
- To provide service updates

Legal and Compliance

- To comply with legal obligations
- To meet regulatory requirements under the Zambia Data Protection Act
- To prevent fraud and unauthorized access

Marketing (where consent is provided)

- To send newsletters
- To inform you about new services or training programs

You may opt out of marketing communications at any time.

Legal Basis for Processing

We process your personal data under the following lawful bases:

- Your consent
- Performance of a contract

- Compliance with legal obligations
- Legitimate business interests

Data Sharing

Fortress Hub Technologies Limited does not sell your personal data.

We may share your data with:

- Authorized training partners and certification bodies
- Service providers assisting with IT systems and operations
- Regulatory authorities where legally required
- Payment processors (where applicable)

All third parties are required to protect your data.

How do we store your data?

Fortress Hub Technologies Limited securely stores your data:

- On secure servers with restricted access
- Using encryption and access controls
- In compliance with industry security standards

We retain personal data only for as long as necessary for:

- Service delivery
- Legal obligations
- Business purposes

When data is no longer required, it is securely deleted or destroyed.

Marketing

Our Company would like to send you information about products and services of ours that we think you m Fortress Hub Technologies Limited may send you information about:

- Cybersecurity services
- Training programs
- Technology solutions

You can opt out at any time by:

- Clicking unsubscribe in emails
- Contacting us directly

What are your data protection rights?

Our Company would like to make user you are fully aware of all your data protection rights.

Every user is entitled to the following:

- The right to access- You have the right to request our company for copies of your personal data. we may charge you a small fee for this service.
- The right to rectification- You have the right to request that our company correct any information you believe is inaccurate. You also have the right to request our company to complete information you believe is incomplete.
- The right to erasure- you have the right to request that our company arse your personal data under certain conditions.
- The right to restrict processing: You have the right to request that our company restrict the processing of your personal data, under certain conditions.
- The right to object to processing- you have the right to object to our company's processing of your personal data, under certain conditions.
- The right to data portability- you have the right to request that our company transfer the data that we have collected to another organisation, or directly to you under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:

Call us at: +260 965 249 614

Or write to us: info@fortresshubtechnologies.com

What are cookies?

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

How do we use cookies?

Our company uses cookies in range of ways to improve your experience on our website, including, including.

- Keeping you signed in
- Understanding how to use our website
- Improve website functionality
- Analyse website usage
- Enhance security
- Improve user experience

What types of cookies do we use?

There are a number of different types of cookies, however our website uses:

- **Functionality** – Our Company uses these cookies so that we recognize on our website and remember your previously selected preferences. these could include what language you prefer and location you are in. A mix of first- party and third-party cookies are used.
- **Advertising**- Our company uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device and your IP address. Our Company Sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. this means that when you visit another website, you may be shown advertising based on your browsing patterns on our website
- **Analytical Cookies**- To understand website usage
- **Security Cookies**- To protect against cyber threats

How to Manage Cookies

You can set your browser not to accept Cookies, and the above websites tells you how remove cookies from your browser. However, in a few cases, some of our website features may not function as result.

Privacy policies of other websites

Our company keeps its privacy under regular review and places any updates on this web page. This privacy was last updated on 10 February 2026.

How to contact us

If you have any question about our company's privacy policy, the data we hold about on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: info@fortresshubtechnologies.com

Call us: +260 965 249 614

How to Contact the appropriate authority

Should you wish to report a complaint or if you feel that our company has not addressed your concern in a satisfactory manner, you may contact the Data Protection Commissioner's Office.

Data Protection Commissioner

Office of the Data Protection Commissioner
Zambia

Website: <https://www.dataprotection.gov.zm>