

# User Data Deletion Instructions

Hamilton Insurance (Private) Limited — WhatsApp Business API & Website

**Effective Date:** 09 March 2026

**Last Updated:** 09 March 2026

**Your Right to Data Deletion** Hamilton Insurance (Private) Limited respects your right to have your personal data erased. This document explains how to submit a data deletion request, what data will be deleted, and what data we are legally required to retain.

## 1. Overview

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In accordance with the Zimbabwe Data Protection Act [Chapter 11:12] (2021) and Meta's Platform Policy requirements for WhatsApp Business API operators, Hamilton Insurance (Private) Limited provides users with a clear mechanism to request the deletion of their personal data.

This instruction applies to personal data collected through:

- Our WhatsApp Business API chatbot
- Our website at hamiltoninsurance.co.zw
- Any digital communication channels operated by Hamilton Insurance

## 2. What Data Can Be Deleted

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Upon a valid deletion request, Hamilton Insurance will delete or anonymise the following categories of personal data (subject to the legal retention exceptions in Section 5):

- Your WhatsApp phone number and display name stored in our systems
- WhatsApp conversation logs and chat history with our chatbot
- Contact details submitted through website forms (name, email, phone)
- General inquiry records not associated with an active or historical insurance policy
- Website analytics data linked to your identity (where technically feasible)
- Marketing preferences and communication consent records

## 3. How to Submit a Data Deletion Request

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You may request deletion of your personal data through any of the following channels:

### Option A — Email Request (Recommended)

Send an email to our data privacy contact with the subject line: "Data Deletion Request"

**Data Deletion Request – Email** Email: [enquiries@hamiltoninsurance.co.zw](mailto:enquiries@hamiltoninsurance.co.zw)  
Subject Line: Data Deletion Request Include: Your full name, WhatsApp number (if applicable), and a brief description of the data you want deleted.

## Option B — Written Request

Submit a written request by post or in person to:

**Data Deletion Request — Written Attention:** Data Privacy Officer Hamilton Insurance (Private) Limited Zimbabwe Telephone: +263 242 745611/31/90

## Option C — Website Contact Form

Visit our website at <https://hamiltoninsurance.co.zw/> and use the Contact Us form, clearly stating that you are submitting a Data Deletion Request and including your WhatsApp number or email address for verification.

## 4. Step-by-Step Process

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Once we receive your deletion request, we will follow this process:

**STEP 1 Acknowledgement:** We will acknowledge receipt of your request within 2 business days.

**STEP 2 Identity Verification:** We may ask you to verify your identity to ensure we are deleting the correct data. This protects you from unauthorised deletion requests.

**STEP 3 Review:** We will review your request and identify all personal data held about you across our systems.

**STEP 4 Legal Retention Check:** We will determine whether any data must be retained due to legal, regulatory, or contractual obligations (see Section 5).

**STEP 5 Deletion / Anonymization:** Eligible data will be permanently deleted or irreversibly anonymized within 30 days of request confirmation.

**STEP 6 Confirmation:** We will notify you by email or WhatsApp once the deletion has been completed, and inform you of any data we were required to retain and the reason.

## 5. Data We Are Required to Retain

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Hamilton Insurance is subject to Zimbabwean insurance regulations and financial record-keeping laws. Certain data cannot be deleted regardless of your request, including:

- Active insurance policy records - retained for the full duration of the policy
- Policy history records - retained for a minimum of 7 years after policy expiry, as required by the Insurance Act [Chapter 24:07] of Zimbabwe
- Claims records - retained for a minimum of 7 years after claim closure
- Financial transaction records - retained as required by Zimbabwean tax and financial regulations

- Data required for ongoing legal proceedings or regulatory investigations

Where data must be retained for legal reasons, we will inform you of this in our deletion response and specify the retention period that applies.

## 6. Meta / WhatsApp Platform Data

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Please note that Hamilton Insurance operates the WhatsApp Business API through Meta's Cloud API infrastructure. While we will delete data held in our own systems, Meta independently processes certain WhatsApp data under its own policies.

To request deletion of data held by Meta or WhatsApp directly, please visit:

- WhatsApp Privacy Settings: Settings > Account > Request account info / Delete my account (within the WhatsApp app)
- Meta Privacy Centre: <https://www.facebook.com/privacy/center/>
- WhatsApp Data Deletion: <https://www.whatsapp.com/legal/privacy-policy>

Hamilton Insurance is not responsible for data held independently by Meta Platforms Inc. and cannot action deletion of data stored on Meta's infrastructure on your behalf.

## 7. Response Timeframe

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We are committed to the following response standards:

- Acknowledgement of your request: within 2 business days
- Identity verification (if required): within 5 business days
- Completion of deletion: within 30 days of request confirmation
- Confirmation of deletion sent to you: within 2 business days of completion

If we are unable to meet these timeframes due to exceptional circumstances, we will notify you and provide a revised timeline.

## 8. Consequences of Data Deletion

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Please be aware that deletion of your personal data may have the following consequences:

- You will no longer be able to access historical chatbot conversations with Hamilton Insurance via WhatsApp
- If you hold an active insurance policy, certain policy data cannot be deleted as outlined in Section 5
- We may no longer be able to recognise you as a returning customer in future WhatsApp interactions
- Deletion of contact data will remove you from our mailing and communication lists

## 9. Complaints & Escalation

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If you are not satisfied with our response to your deletion request, you have the right to escalate your complaint to the relevant Zimbabwean data protection authority or seek legal redress through the courts of Zimbabwe.

To escalate within Hamilton Insurance, please contact:

**Escalation Contact** Email: [enquiries@hamiltoninsurance.co.zw](mailto:enquiries@hamiltoninsurance.co.zw) Telephone: +263 242 745611/31/90 Subject: Data Deletion Escalation. We will treat all escalated complaints with priority and respond within 5 business days.

## 10. Contact Us

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For any questions about this Data Deletion Instruction or your rights under the Zimbabwe Data Protection Act (2021), please contact us:

**Hamilton Insurance (Private) Limited - Data Privacy Contact** Email: [enquiries@hamiltoninsurance.co.zw](mailto:enquiries@hamiltoninsurance.co.zw) Telephone: +263 242 745611/31/90 Website: <https://hamiltoninsurance.co.zw/>

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