



PRIVACY POLICY STATEMENT

Policy on Data Confidentiality, Availability and Integrity

Obsidian Shield Cybersecurity ("we", "us", "our") respects and protects your Personal Information. This is not only good business practice it reflects your fundamental right to privacy under **Article 13 of the Namibian Constitution**, and it is a standard we hold ourselves to as a cybersecurity services provider.

Our commitments to you

We

1. Accept responsibility for managing and protecting your Personal Information whenever we provide services or solutions to you;
2. Undertake to collect and process only the Personal Information necessary to assist you, deliver our services, conclude related agreements, and meet legitimate legal or contractual interests and to respect your right to withdraw consent to processing, where consent is the basis for that processing;
3. Undertake to use your Personal Information only for the purpose for which it was collected;
4. Undertake not to share or further process your Personal Information with any third party unless necessary to deliver our services, or required by law;
5. Undertake to be open and transparent about why and how we collect your Personal Information;
6. Undertake to safeguard and protect your Personal Information while it is in our possession, using appropriate technical and organisational security measures consistent with our role as a cybersecurity provider;
7. Undertake to allow you to confirm what Personal Information we hold about you, to request correction of that information, and to retain it no longer than is reasonably necessary for the purpose it was collected.



Why we collect and use your information

We, and any companies who assist us in providing solutions to you, may need to collect, use, and retain your Personal Information for reasons that include:

- Providing the products or services you have requested, and maintaining our relationship with you;
- Responding to your queries and support requests;
- Verifying your identity or confirming you are an authorised user, for security purposes;
- Operational purposes required to deliver the solutions you have requested (for example, incident response, monitoring, or systems administration);
- Audit and record-keeping purposes;
- Compliance with any applicable law, regulatory request, legal proceeding, or court order.

Sharing your information

We may share your Personal Information with, or process it using, third-party software or platforms where necessary to deliver our services (for example, ticketing, monitoring, or SOC tooling). Where we do so, we take reasonable steps to ensure that any third party handles your information with the same level of care set out in this policy.

Cookies

We and our service providers may use cookies on our website to improve your experience and understand how our site is used. Details are available in our separate Cookie Policy.

Cross-border processing

Some of the platforms and tools we use to deliver our services may store or process data outside Namibia. Where this occurs, we take reasonable steps to ensure the receiving party maintains a comparable standard of protection to the one described in this policy.



Questions or concerns

For any questions or concerns about this policy, or about how we handle your Personal Information, directly with us:

E: info@obsidian-shield.com

W: +164836762980

A: Windhoek, Namibia

You may also refer general privacy concerns to the **Communications Regulatory Authority of Namibia (CRAN)** or the **Ministry of Information and Communication Technology (MICT)**, which oversee ICT policy and the pending data protection framework, though neither currently functions as a formal complaints body for individual data disputes.

Definition of Personal Information

For the purposes of this policy, and pending the definition to be fixed by Namibian statute, "Personal Information" means information relating to an identifiable, living, natural person (and, where applicable, an identifiable existing juristic person), including but not limited to:

(a) information relating to race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth; (b) information relating to education, or the medical, financial, criminal, or employment history of the person; (c) any identifying number, symbol, email address, physical address, telephone number, location information, online identifier, or other particular assigned to the person; (d) biometric information; (e) personal opinions, views, or preferences of the person; (f) correspondence sent by the person that is implicitly or explicitly private or confidential, or further correspondence that would reveal its contents; (g) the views or opinions of another individual about the person; and (h) the name of the person, where it appears with other Personal Information relating to them, or where its disclosure would itself reveal information about them.

This definition is drawn from internationally recognised data protection standards and the objectives of Namibia's draft Data Protection Bill, and will be revised to align precisely with Namibian statute once enacted.