

# Data protection summary

A short guide to how Olympus handles personal data and the rights you have over it.

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## Who is responsible

Olympus Pay Proprietary Limited (Registration No. BW00009700756), Plot 69184, Block 8, Science and Technology Park, Gaborone, Botswana, for customers in Botswana. Olympus Pay Limited, 14/2E Docklands Business Centre, 10-16 Tiller Road, London, United Kingdom, E14 8PX, for customers in the United Kingdom.

## The laws that apply

Olympus handles personal data under the Data Protection Act 2024 of Botswana and, where they apply to you, the UK GDPR and the EU GDPR.

## Your rights

- Access: to receive a copy of the data we hold about you
- Rectification: to correct data that is wrong or incomplete
- Erasure: to have personal data deleted when the law gives you that right
- Restriction and objection: to limit or object to certain processing
- Portability: to receive your data in a usable format, where the law provides for it

## How to use them

Write to [privacy@olympuspay.co](mailto:privacy@olympuspay.co), or use the form at [olympuspay.co/account-closure](https://olympuspay.co/account-closure) to close an account or ask for erasure. We verify your identity first, so that nobody can act on data that is not theirs. We respond to a verified request within one month, which the law allows us to extend by up to two further months for complex requests.

## What we keep

Some records must be kept by law and cannot be erased on request. These cover identity verification records, transaction records, sanctions and anti-money-laundering screening results and audit logs. We keep them for the period the applicable regulation requires, which is at least seven years after account closure where it says so. When the period ends, we delete or anonymise them.

## Providers that process data for us

Where Olympus shares personal data with providers that process it on our behalf, we pass on erasure requests so they act on them, unless they must keep the data by law.

## Marketing email

We send product updates only to people who tick the consent box on a form. We record when and where you agreed and to which wording. Every marketing email has an unsubscribe link, and unsubscribing does not stop emails about your account or a message you sent us.

## Cookies and trackers

The Olympus websites set no cookies and run no advertising or analytics trackers.

## Complaints

Write to us first at [complaints@olympuspay.co](mailto:complaints@olympuspay.co). You can also complain to the data protection regulator in your country. In the United Kingdom this is the Information Commissioner's Office.

Olympus Pay is a financial technology company. Financial, banking-type or identity services are provided through regulated Olympus entities and, where applicable, through authorised and licensed partners in accordance with applicable laws, depending on region.