



### TECHNOLOGY USE AND PRIVACY POLICY

Botswana Life Insurance provides various Technology Resources to authorised employees to assist them in performing their job duties for Botswana Life Insurance. Each employee has a responsibility to use Botswana Life Insurance's Technology Resources in a manner that increases productivity, enhances Botswana Life Insurance's public image, and is respectful of other employees. Failure to follow Botswana Life Insurance's policies regarding its Technology Resources may lead to disciplinary measures, up to and including termination of employment. Moreover, Botswana Life Insurance reserves the right to advise appropriate legal authorities of any violation of law by an employee.

#### I. Technology Resources Definition

Technology Resources consist of all electronic devices, software, and means of electronic communication including, but not limited to, the following: personal computers and workstations; laptop computers; servers; computer hardware such as disk drives and tape drives; peripheral equipment such as printers, modems, fax machines, and copiers; computer software applications and associated files and data, including software that grants access to external services, such as the Internet; electronic mail; telephones; cellular phones; pagers; and voicemail systems.

#### II. Authorisation

Access to Botswana Life Insurance's Technology Resources is within the sole discretion of Botswana Life Insurance. Generally, employees are given access to Botswana Life Insurance's various technologies based on their job functions. Only employees whose job performance will benefit from the use of Botswana Life Insurance's Technology Resources will be given access to the necessary technology. Additionally, employees must successfully complete approved training before being given access to Botswana Life Insurance's Technology Resources.

#### III. Use

Botswana Life Insurance's Technology Resources are to be used by employees only for the purpose of conducting the company's business. Employees may, however, use Botswana Life Insurance's Technology Resources for the following incidental personal uses so long as such use does not interfere with the employee's duties, is not done for pecuniary gain, does not conflict with Botswana Life Insurance's business, and does not violate any company policy:

1. To send and receive necessary and occasional personal communications;
2. To prepare and store incidental personal data (such as personal calendars, personal address lists, and similar incidental personal data) in a reasonable manner;
3. To use the telephone system for brief and necessary personal calls; and
4. To access the Internet for brief personal searches and inquiries during meal times or other breaks, or outside of work hours, provided that employees adhere to all other usage policies.

Botswana Life Insurance assumes no liability for loss, damage, destruction, alteration, disclosure, or misuse of any personal data or communications transmitted over or stored on Botswana Life Insurance's Technology Resources. Botswana Life Insurance accepts no responsibility or liability for the loss or non-delivery of any personal electronic mail or voicemail communications or any personal data stored on any Company property. Botswana Life Insurance strongly discourages employees from storing any personal data on any of Botswana Life Insurance's Technology Resources.

#### V. Improper Use

##### A. Prohibition Against Harassing, Discriminatory and Defamatory Use

Botswana Life Insurance is aware that employees use electronic mail for correspondence that is less formal than

written memoranda. Employees must take care, however, not to let informality degenerate into improper use. Botswana Life Insurance does not tolerate discrimination or harassment based on gender, pregnancy, childbirth (or related medical conditions), race, colour, religion, national origin, ancestry, age, physical disability, mental disability, medical condition, marital status, sexual orientation, family care or medical leave status, veteran status, or any other status protected by state and federal laws. Under no circumstances may employees use Botswana Life Insurance's Technology Resources to transmit, receive, or store any information that is discriminatory, harassing, or defamatory in any way (e.g., sexually-explicit or racial messages, jokes, cartoons).

##### B. Prohibition Against Violating Copyright Laws

Employees must not use Botswana Life Insurance's Technology Resources to copy, retrieve, forward or send copyrighted materials unless the employee has the author's permission or is accessing a single copy only for the employee's reference.

##### C. Other Prohibited Uses

Employees may not use any of Botswana Life Insurance's Technology Resources for any illegal purpose, violation of any Company policy, in a manner contrary to the best interests of Botswana Life Insurance, in any way that discloses confidential or proprietary information of Botswana Life Insurance or third parties, or for personal or pecuniary gain.

#### V. Company Access to Technology Resources

All messages sent and received, including personal messages, and all data and information stored on Botswana Life Insurance's electronic-mail system, voicemail system, or computer systems are Company property regardless of the content. As such, Botswana Life Insurance reserves the right to access all of its Technology Resources including its computers, voicemail, and electronic-mail systems, at any time, in its sole discretion.

##### A. Privacy

Although Botswana Life Insurance does not wish to examine personal information of its employees, on occasion, Botswana Life Insurance may need to access its Technology Resources including computer files, electronic-mail messages, and voicemail messages. Employees should understand, therefore, that they have no right of privacy with respect to any messages or information created or maintained on Botswana Life Insurance's Technology Resources, including personal information or messages. Botswana Life Insurance may, at its discretion, inspect all files or messages on its Technology Resources at any time for any reason. Botswana Life Insurance may also monitor its Technology Resources at any time in order to determine compliance with its policies, for purposes of legal proceedings, to investigate misconduct, to locate information, or for any other business purpose.

##### B. User Names (User-id) and Passwords

Certain of Botswana Life Insurance's Technology Resources can be accessed only by entering the appropriate username and password. Passwords are intended to prevent unauthorised access to information. Passwords do not confer any right of privacy upon any employee of Botswana Life Insurance. Thus, even though employees may maintain passwords for accessing Technology Resources, employees must not expect that any information maintained on Technology Resources, including electronic-mail and voicemail messages, are private. Employees are expected to maintain their passwords as confidential. Employees must not share passwords and must not access co-workers' systems without express authorisation.

Once an employee has been issued with a username/user-id, it becomes the employee's identity for access to the respective application system. A User-id must have a linked password for authentication purposes. Users are responsible for all activity that takes place with their user-ID and password (or other authentication mechanism). Users must immediately change their password if they suspect that it has been discovered or used by another. Likewise, Users must notify the Information Technology Department if other access control mechanisms are broken or if they suspect that these mechanisms have been compromised.

**Changing Passwords:** User-chosen fixed passwords must not be reused or recycled. Switching between two or a similar small number of passwords is therefore prohibited. Where systems support it, passwords must be changed every thirty days. If Users suspect that somebody else may know their password, the password must be immediately changed. The Information Systems Department's will not reset User passwords unless a User first definitively identifies him- or herself.

**User Sessions:** When a User temporarily leaves a machine with an active session, a screen saver or some lock mechanism must be immediately activated. A User must logoff all sessions before leaving the office at all times.

#### C. Data Collection

The best way to guarantee the privacy of personal information is not to store or transmit it on Botswana Life Insurance's Technology Resources. To ensure that employees understand the extent to which information is collected and stored, below are examples of information currently maintained by Botswana Life Insurance. Botswana Life Insurance may, however, in its sole discretion, and at any time, alter the amount and type of information that it retains.

1. Telephone Use and Voicemail: Records are kept of all calls made from and to a given telephone extension. Although voicemail is password protected, an authorised administrator can reset the password and listen to voicemail messages.
2. Electronic Mail: Electronic mail is backed-up and archived. Although electronic mail is password protected, an authorised administrator can reset the password and read electronic mail.
3. Desktop Facsimile Use: Copies of all facsimile transmissions sent and received are maintained in the facsimile server.
4. Document Use: Each document stored on Company computers has a history, which shows which users have accessed the document for any purpose.
5. Internet Use: Internet sites visited, the number of times visited, and the total time connected to each site is recorded and periodically monitored.

#### D. Deleted Information

Deleting or erasing information, documents, or messages maintained on Botswana Life Insurance's Technology Resources is, in most cases, ineffective. All employees should understand that any information kept on Botswana Life Insurance's Technology Resources may be electronically recalled or recreated regardless of whether it may have been "deleted" or "erased" by an employee. Because Botswana Life Insurance periodically backs-up all files and messages, and because of the way in which computers re-use file storage space, files and messages may exist that are thought to have been deleted or erased. Therefore, employees who delete or erase information or messages should not assume that such information or messages are confidential.

### VI. The Internet and On-Line Services

Botswana Life Insurance provides authorised employees access to on-line services such as the Internet. Botswana Life Insurance expects that employees will use these services in a responsible way and for business-related purposes only. Under no circumstances are employees permitted to use Botswana Life Insurance's Technology Resources to access, download, or contribute to the following:

1. gross, indecent, or sexually-oriented materials;
2. sports sites;
3. job-search sites;
4. entertainment sites;
5. gambling sites;
6. games, humour;

7. illegal drug-oriented sites;
8. personal pages of individuals; and
9. politically-oriented sites or sites devoted to influencing the course of legislation or public policy.

Additionally, employees must not sign "guest books" at Web sites or post messages to Internet news groups or discussion groups at Web sites. These actions will generate junk electronic mail and may expose Botswana Life Insurance to liability or unwanted attention because of comments that employees may make. Botswana Life Insurance strongly encourages employees who wish to access the Internet for non-work-related activities to get their own personal Internet access accounts.

#### A. Confidentiality

Some of the information to which Botswana Life Insurance has access is confidential. Employees should avoid sending confidential information over the Internet, except when absolutely necessary. Employees also should verify electronic mail addresses before transmitting any messages.

#### B. Monitoring

Botswana Life Insurance monitors both the amount of time spent using on-line services and the sites visited by individual employees. Botswana Life Insurance reserves the right to limit such access by any means available to it, including revoking access altogether.

### VII. Software Use

#### License Restrictions

All software in use on Botswana Life Insurance's Technology Resources is officially licensed software. No software is to be installed or used that has not been duly paid for and licensed appropriately for the use to which it is being put. No employee may load any software on Botswana Life Insurance's computers, by any means of transmission, unless authorized in writing in advance by the IT Department Head. Authorisation for loading software onto Botswana Life Insurance's computers should not be given until the software to be loaded has been thoroughly scanned for viruses.

### VIII. Confidential Information

Botswana Life Insurance is very sensitive to the issue of protection of confidential and proprietary information of both Botswana Life Insurance and third parties ("Confidential Information"). Therefore, employees are expected to use good judgment and to adhere to the highest ethical standards when using or transmitting Confidential Information on Botswana Life Insurance's Technology Resources.

Confidential Information should not be accessed through Botswana Life Insurance's Technology Resources in the presence of unauthorised individuals. Similarly, Confidential Information should not be left visible or unattended. Moreover, any Confidential Information transmitted via Technology Resources should be marked with the following confidentiality legend: "This message contains confidential information. Unless you are the addressee (or authorized to receive for the addressee), you may not copy, use, or distribute this information or any attachments thereto. If you have received this message in error, please advise the sender or Botswana Life Insurance immediately at [administrator@lifeinsurance.bw](mailto:administrator@lifeinsurance.bw) or return it promptly by mail. Botswana Life Insurance disclaims liability for any loss or damage arising from the sending, receipt or use of this information and on any reliance placed upon it. Any views in this communication are those of the sender except where the sender specifically states them to be the views of Botswana Life Insurance."

### X. Security

Botswana Life Insurance has installed a variety of programs and devices to ensure the safety and security of Botswana Life Insurance's Technology Resources. Any employee found tampering or disabling any of Botswana Life Insurance's security devices will be subject to discipline up to and including termination.

### XI. Audits

Botswana Life Insurance may perform auditing activity or monitoring to determine compliance with these policies. Audits of software and data stored on Botswana Life Insurance's Technology Resources may be conducted without warning at any time.