

COMPLIANCE WITH THE CYBER AND DATA PROTECTION ACT [CHAPTER 12:07]

The Cyber and Data Protection (Licensing of Data Controllers and Appointment of Data Protection Officers), Regulations, 2024 (Statutory Instrument 155 of 2024) was promulgated in September 2024, giving effect to the mandatory requirement for natural or legal persons that process personal data to obtain a Data Controller Licence by 12 March 2025. As the designated Data Protection Authority under section 5 of the Cyber and Data Protection Act [Chapter 12:07], the Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ) has noted with concern that some organisations continue to process personal data without the requisite licence, despite the lapse of the March 2025 compliance deadline.

It is against this background that the Authority issues this Notice to all unlicensed organisations processing personal information to comply with the statutory licensing obligation. All such entities are required to regularise their data processing activities with immediate effect by applying for an initial Data Controller licence or renewing their existing licence.

The Data Controller licensing requirement applies to non-exempt natural and legal persons permanently established in Zimbabwe or otherwise that process personal data using both print and electronic means, including surveillance or biometric systems.

Licensing as a Data Controller is not just a statutory obligation; it is a demonstration of your commitment to safeguarding personal data entrusted to you by all your stakeholders. Stay compliant and process personal data lawfully.

Apply now for a Licence online using the link <https://dclicensing.potraz.zw/>
Or contact the Authority for guidance on beans@potraz.zw, ushe@dpa.zw, and marere@dpa.zw, or call 0242-333032, extension 1129, for all licensing-related enquiries.


BY DIRECTOR GENERAL
8 MARCH 2026

