

GLASS CLAIM FORM

BROKER/AGENT		
POLICY No.		
VAT REGISTRATION NUMBER		
Insured	Name and occupation	
	Address and (day) Tel. no.	
Occurrence	Date and time of breakage	
	Cause of breakage	
	Name and address of person responsible for breakage	
	Name and address of witnesses	
Vehicle	Vehicle make and registration no.	
	Model and year	
	Windscreen tinted or clear and shatterproof or armour plate?	
	Driver's name and licence no./ Place and date of issue	
Other Insurance	Is there any other insurance covering the broken glass?	
	If so, give name of insurer	

Declaration

I/We solemnly declare that the above particulars are true and complete in every respect.

Insured Signature: _____ Capacity: _____

Date:

D	D	M	M	Y	Y	Y	Y
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Data Protection

In alignment with the Data Protection law, Hollard Insurance Company of Botswana (“Hollard”, “we “or “us”), is the data controller of your personal data (“data”). The Data Subject (“you”, “I”) must read and sign the clauses below as a way to consent for the collection and processing of your personal data.

Data Use

I hereby declare that I am voluntarily providing my personal data to Hollard to process my claim. I understand that my personal data will be used solely for this purpose, including the necessary steps to assess, process, and manage the claim.

Data Sharing

I acknowledge and consent that Hollard may share my personal data with third parties involved in processing my claim. These third parties include, but are not limited to insurance brokers, agents, risk consultants, loss assessors, panel beaters, reinsurers, record keeping service providers and other relevant parties essential to the administration of my policy.

Hollard is authorised to transfer my personal data to relevant recipients with domiciles outside Botswana. I understand that in the case of transmission of personal data to third countries Hollard shall have sufficient control mechanisms for their protection, including the analysis relevant to the protection of such third country and/or, as the case maybe, the conclusion of a standard contractual clause on protection of personal data approved by the Information and Data Protection Commission.

Retention of Data

Hollard will keep your data for a period not less than 20 years in compliance with the Financial Intelligence Act 2022 and amended from time to time. When your data is no longer required it will be securely destroyed, but some data can be indefinitely archived for historical records.

Data Subjects Rights



You, the data subject, are entitled to specific rights regarding your personal data. Hollard is dedicated to upholding these rights and ensuring that data subjects have control over how their personal data is managed.

- The right to request access to their personal data and receive information on how it is processed.
- The right to request corrections to any inaccuracies in your personal data.
- The right to request the deletion of personal data.
- The right to request limitations on how personal data is processed.
- The right to obtain and reuse your personal data across different services.
- The right to object to particular processing activities, including direct marketing.
- The right to not to be subject to decisions based solely on automated processing, including profiling, if such decisions carry legal or significant effects.

All requests from data subjects will be addressed promptly, in line with the timelines mandated by the Data Protection law. These rights are not absolute, and Hollard may be entitled to refuse requests where there is reasonable and valid reason to do so. The reasons will be communicated to you in writing. To protect data integrity and confidentiality, Hollard is committed to data security. Personal data is safeguarded against unauthorised access, loss, or damage through various data protection measures:

Hollard.
insure

For more information:

Hollard Insure:  (+267) 395 8023  servicecentre@hollard.co.bw

Contact Details

- If you have any further enquiries relating to how your data will be collected and processed, wish to exercise any of your rights, would like to lodge a complaint about the way your data is processed, please contact dataprivacy@hollard.co.bw for this purpose.
- If you are not satisfied with how we have handled your data, you may request remedial action in writing from The Information and Data Protection Commission:
Ministry for State President
267 395 0998

By signing below I am declaring that I have read and understood the data protection statements above and grant Hollard consent to collect and process my personal data. I further declare that the above particulars are true and complete in every respect.

Name: _____ Signature: _____

Date:

D	D	M	M	Y	Y	Y	Y
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