

Employee Engagement Survey Privacy Notice

IBL Group Companies

Introduction

This privacy notice applies to the iBelong Employee Engagement Survey (the “Survey”) of IBL Group, managed by our partner Willis Towers Watson (WTW). It explains how IBL Ltd and its affiliates (“IBL”, “IBL Group”, “we”, “us”) and WTW will collect, use, and protect the personal data of our employees across all operating regions, including Mauritius, Kenya, Tanzania, Uganda, or Seychelles.

This notice focuses on IBL's data handling. For additional information on the platform's technical processing, please refer to WTW's Data Privacy Notice on the Survey platform.

Who we are

IBL Ltd is the holding company of a diverse conglomerate with more 33,000 employees operating in several countries. The aim of the Group is to build a consistent and structured approach to Group reporting around people through a People Balance Sheet, ensuring that our people benefit from the best possible conditions to thrive at work. This is why we have decided to launch iBeLong.

The Employee Engagement Survey will help monitor employee experience in a systematic way and ensure initiatives are taken to improve it.

For the Survey, IBL acts as Data Controller because we decide the purpose of the Survey and how results are used. WTW acts as our Data Processor, operating the platform and managing the Survey on our instructions.

Why we run the Survey

We run the Survey to understand employees' engagement and workplace experience, identify improvement areas, and support People initiatives. Results are used to monitor trends over time and to support action plans at business, regional, and group levels.

The survey results communicated from WTW to IBL will be anonymous, ensuring no negative impact on any team members.

Participation

Your participation is voluntary. If you choose not to take part, there will be no negative consequence for you. IBL only receives the overall participation rate (percentage) and does not have access to individual completion status.

Assisted Survey completion

For employees who require support, facilitators will be provided. This may include reading the questions to you and inputting your spoken answers into the digital platform on your behalf.

Facilitators are strictly prohibited from recording your name alongside your answers, sharing your feedback with your managers, or influencing your responses. Once your answers are submitted into the platform, the facilitator will not retain any record of your individual feedback.

Personal Data We Collect

IBL provides WTW with limited administrative data from our internal records to facilitate the Survey and have meaningful analytics:

- Identification & Contact: Name, employee identifier, and business email (where applicable).
- Work Information: Business unit, department, job title, and work location.
- Demographics: Limited indicators such as age range/generation or gender.
- Survey Responses: Your ratings and free-text comments (as provided by you to the platform).

Free-text comments

You will also be asked to leave a comment, in free-text field. Please note that your comments will be reported to management exactly as written.

Please do not sign your name or include the names of other individuals. Note that this survey is not intended for reporting individual ethical concerns requiring personal follow-up. For these matters, please contact Human Resources or follow other established procedures.

Purpose of Data Processing

The personal data provided by IBL is used for:

- Administering Survey invitations and tracking participation rates at an aggregate level.
- Producing aggregated reporting and insights to identify organisational trends.
- Supporting employee experience-driven actions based on Survey outcomes.

How results are shared with IBL

To protect your anonymity, IBL does not receive individual-level responses:

- WTW shares aggregated results in anonymised reports (e.g., by business unit or function).
- Results are only reported for groups with at least 5 respondents. If a group is smaller, results are suppressed or combined.
- The Survey is not used for individual disciplinary action or performance management.

Data Sharing and Transfers

We share your personal information with our selected partners engaged in the Survey.

WTW manages the Survey platform and results. Circus Advertising may provide on-site facilitation for employees who do not have the necessary digital resources.

We share administrative data with our partners under strict confidentiality obligations.

Your personal data is transferred outside your country of employment and is hosted in Europe. We ensure that all parties involved take appropriate technical, organisational, and contractual measures to protect your personal data in accordance with applicable regional laws (including the Mauritius DPA and East African data protection frameworks).

Data Retention

IBL retains only the administrative files necessary to manage survey cycles and the final aggregated, anonymous reports. Individual identified responses are retained by WTW only for the period needed to deliver reporting (typically deleted or anonymised within 1 year).

Data Protection Rights

Depending on your jurisdiction, you have the following rights:

- The right to access your personal data.
- The right to rectify inaccurate data.
- The right to request erasure or object to processing.
- The right to lodge a complaint with your local supervisory authority (e.g., the Data Protection Office in Mauritius or the Office of the Data Protection Commissioner in your country).

Contact Information

If you have questions about this notice or how your data is processed, you may contact:

Data Protection Officer
IBL Ltd,
IBL House,
Caudan Waterfront, Port Louis,
Mauritius
Email: dpofficer@iblgroup.com



Changes to This Privacy Notice

We may update this notice from time to time to reflect changes in the Survey programme or legal requirements.

Last review date: 27/02/2026