



BANK OF BOTSWANA

27 June 2025

PRESS RELEASE

LICENSING OF CREDIT BUREAUX

The Bank of Botswana (Bank) wishes to inform the general public that, in accordance with Section 8 of the Credit Information Act, 2021 (Act), it has issued credit bureau licences to the following credit bureaux, for purposes of credit information sharing. Accordingly, the public can undertake credit bureau-related services with these entities.

- Transunion Proprietary Limited;
- Micro-Finance Credit Bureau Proprietary Limited; and
- Credbase Credit Bureau.

A licence issued to a credit bureau authorises the holder to:

- (a) obtain and receive consumer information;
- (b) process, store, update, manage, and disseminate the information of data subjects in accordance with the Act;
- (c) compile and maintain files of relevant information on data subjects from which credit reports shall be generated;
- (d) develop a credit rating system;
- (e) provide information to the public relating to its activities;
- (f) carry out market and statistical research relating to matters set out in the Act; and
- (g) carry out any other activity as may be prescribed.

Licensed credit bureaux are required to comply with both the Credit Information Act, 2021 and the Data Protection Act, 2024. As the regulator, the Bank expects all licensees to implement appropriate technical and organisational measures to ensure the security of data and the protection of data subject rights, in line with applicable legislation.

The Bank will continue to work in alignment with the Office of the Information and Data Protection Commissioner to promote a responsible, secure, and privacy-conscious credit reporting environment.

Data providers are, therefore, legally required to submit credit data to licensed credit bureaux. Furthermore, it is a criminal offence under Section 6 of the Act to operate credit bureau services without a valid licence issued by the Bank.

Members of the public are advised that, in terms of the Data Protection Act, 2024, individuals have the right to access their credit information, request correction of any inaccuracies, and object to certain forms of data processing. Should there be concerns about the handling of personal credit information, individuals may raise these directly with the relevant licensed credit bureau or lodge a complaint with the Information and Data Protection Commissioner.

For further information, please contact Dr Seamogano Mosanako, Head of Communications and Information Services, at MosanakoS@bob.bw, +267 360 6083, 360 6382 and 360 6022 or visit the Bank website at www.bankofbotswana.bw.