

Account Deletion Process – Madison Investment Managers Client and Agent Mobile Applications

At Madison Investment Managers Limited, we are committed to safeguarding your personal information and respecting your right to control your data. Please review our Privacy notice <https://www.madison.co.ke/privacy-notice/>.

This Privacy Notice explains how we collect, use, share, and protect your Personal Data when you engage with our products, services, website, or applications, in accordance with applicable data protection laws and regulations, and other relevant laws in the markets where we operate. It outlines your rights and choices concerning the Personal Data we process.

This page outlines the process for requesting the deletion of your account from either of the Madison Investment Digital Platforms.

How to Request Account Deletion

Option 1: Delete Your Account Within the Madison Investment App

You can initiate account deletion directly within the application by following these steps:

1. Log in to the app as an agent or a customer.
2. Navigate to the Help Centre within your Profile page
3. Tap Delete Account
4. You will be redirected to submit an email with this request to our Customer Service team, who will process your request

For security purposes, you may be required to verify your identity using a one-time password (OTP) or other verification methods.

Option 2: Request Account Deletion Via email.

If you are unable to access the Application, please follow the steps below to request for account deletion.

1. Send an email to madisoninvestmentmanagers@madison.co.ke or dpo@madison.co.ke
2. Use the subject line: "Account Deletion Request"
3. Include the following details in your email:
 - Full Name
 - Registered Mobile Number
 - Registered Email Address

For security purposes, we may contact you to verify your identity before processing the request.

Processing Timeline

Upon successful verification, account deletion requests will be processed within 3–5 business days.

Important Information

Account deletion will result in the permanent closure of your investment account on the Madison Investment Mobile Application.

You will no longer have access to your account, portfolio information, or related services through the application.

Any pending transactions, including withdrawals or deposits, must be completed before initiating account deletion.

Data Retention and Regulatory Requirements

Please note that Madison Investment Managers Limited is required to retain certain customer information in accordance with applicable laws and regulatory obligations, including but not limited to tax, audit, and financial reporting requirements.

Such data will be retained securely and only for the duration required by law.

Support and Assistance

If you require any assistance or have questions regarding account deletion, please contact us:

Email: madisoninvestmentmanagers@madison.co.ke

Phone: +254 741 1335 660 or 0709 922 500

Our Commitment

Madison Investment Managers Limited remains committed to providing secure, transparent, and compliant financial services while ensuring the protection of your personal data.