

ZAMBIA · COMPLIANCE

Zambia - Compliance

Sender ID rules, consent, opt-out and data-protection expectations for sending in Zambia.

◆ SENDING RULES

- Use a registered Sender ID that matches your brand
- Written/electronic opt-in; STOP/HELP/UNSUBSCRIBE honoured within 24h
- Data localization + 2-year consent records (Data Protection Act 2021)

Regulated by ZICTA (Zambia ICT Authority). Process recipient data lawfully and only for the stated purpose; eSMS supports data export and erasure on request and never sells recipient data.

◆ ONBOARDING - DOCUMENTS REQUIRED

- ✓ Signed service order form
- ✓ Organization's Certificate of Incorporation (organizations only)
- ✓ Organization's or individual's Tax Certificate
- ✓ Authorized representative's Passport or National ID
- ✓ Details of the authorized representative / individual