

# KENDAN AFRICA

## Privacy Policy

*Effective Date: April 9, 2026*

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### 1. Introduction

Welcome to Kendan Africa. We are committed to protecting your personal information and your right to privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our mobile application and related services.

Please read this policy carefully. If you disagree with its terms, please discontinue use of our application.

For any questions or concerns, please contact us at: [kendanafrica@gmail.com](mailto:kendanafrica@gmail.com)

### 2. Information We Collect

#### 2.1 Personal Information You Provide

We may collect personal information that you voluntarily provide when you:

- Register for an account (name, email address, phone number)
- Make a purchase or transaction
- Contact our support team
- Subscribe to our newsletter or marketing communications
- Participate in promotions, surveys, or contests

#### 2.2 Information Collected Automatically

When you use our app, we may automatically collect:

- Device information (device type, operating system, unique device identifiers)
- Log data (IP address, app usage times, pages viewed, crashes)
- Location data (with your permission, for delivery or service purposes)
- Usage data (features used, content viewed, interactions within the app)

#### 2.3 Information from Third Parties

We may receive information about you from third-party sources such as social media platforms if you choose to connect them, payment processors, and analytics providers.

### 3. How We Use Your Information

We use the information we collect to:

- Provide, operate, and maintain our application and services
- Process transactions and send related information (confirmations, receipts)
- Respond to your comments, questions, and customer service requests
- Send promotional communications (you may opt out at any time)
- Monitor and analyze usage trends to improve the app experience

- Detect, prevent, and address technical issues or fraudulent activity
- Comply with legal obligations

## **4. Sharing Your Information**

We do not sell, trade, or rent your personal information to third parties. We may share your information only in the following circumstances:

### **4.1 Service Providers**

We may share your information with trusted third-party service providers who assist us in operating our app, conducting our business, or serving you, provided they agree to keep your information confidential.

### **4.2 Business Transfers**

If Kendan Africa is involved in a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction.

### **4.3 Legal Requirements**

We may disclose your information if required to do so by law or in response to valid requests by public authorities (e.g., a court or government agency).

## **5. Data Security**

We implement appropriate technical and organisational security measures to protect your personal information against unauthorised access, alteration, disclosure, or destruction. These measures include:

- Encryption of data in transit using SSL/TLS technology
- Secure storage of personal data on protected servers
- Regular security assessments and updates
- Restricted access to personal data by authorised personnel only

However, no method of transmission over the internet or electronic storage is 100% secure. We cannot guarantee absolute security of your data.

## **6. Data Retention**

We retain your personal information for as long as necessary to fulfil the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. When your information is no longer needed, we will securely delete or anonymise it.

## **7. Your Rights**

Depending on your location, you may have the following rights regarding your personal information:

- Right to Access – Request a copy of the personal data we hold about you
- Right to Rectification – Request correction of inaccurate or incomplete data
- Right to Erasure – Request deletion of your personal data
- Right to Restrict Processing – Request that we limit how we use your data
- Right to Data Portability – Request transfer of your data in a machine-readable format

- Right to Object – Object to our processing of your personal data
- Right to Withdraw Consent – Withdraw consent at any time where processing is based on consent

To exercise any of these rights, please contact us at [kendanafrica@gmail.com](mailto:kendanafrica@gmail.com). We will respond to your request within 30 days.

## 8. Children's Privacy

Our application is not directed to children under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have collected personal information from a child under 13 without parental consent, we will take steps to delete that information promptly.

## 9. Third-Party Links and Services

Our app may contain links to third-party websites or services. We are not responsible for the privacy practices of those third parties. We encourage you to review the privacy policies of any third-party sites you visit.

## 10. Cookies and Tracking Technologies

We may use cookies, web beacons, and similar tracking technologies to collect information about your interactions with our app. You can control cookie settings through your device or browser settings. Disabling cookies may affect the functionality of certain features.

## 11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any significant changes by updating the "Effective Date" at the top of this policy and, where appropriate, notifying you via email or in-app notification.

Your continued use of the application after any changes constitutes your acceptance of the updated Privacy Policy.

## 12. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us:

### **Kendan Africa**

Email: [kendanafrica@gmail.com](mailto:kendanafrica@gmail.com)

Social Media: Facebook | Instagram | Twitter | WhatsApp | TikTok

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*By using the Kendan Africa app, you acknowledge that you have read and understood this Privacy Policy.*