Privacy Policy for Javi Ride Passenger App

Last updated: August 6, 2025

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1. Introduction

Javi Customer App ("we," "our," "us") values your privacy and is committed to protecting your personal information. This Privacy Policy explains what data we collect, how we use and share it, and your rights under applicable laws, including Kenya's Data Protection Act (2022), the EU's GDPR, U.S. CCPA/CalOPPA, and Australia's APP Termly.

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2. Information We Collect

2.1 Personal Information

- Full name
- Email address
- Phone number
- Profile photo and other optional profile fields
- Location data (if permitted)
- Payment information (e.g., MPESA, Airtel Money, card details)

2.2 Usage & Support Data

- App usage patterns and device metadata
- Chat conversations with support, including attached files
- Service requests, ride or service quotes
- Login times and activity logs

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3. How We Use Your Information

We process your data to:

- Deliver and maintain the app and its core functionalities
- Process and confirm payments securely
- Provide customer support and respond to requests
- Improve services and user experience through analytics

- Monitor for fraud and enhance app security
- Send marketing communications only with your explicit consent

Under GDPR, CCPA, and Kenya's DPA, we rely on lawful bases such as user consent and contractual necessity

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4. Data Storage & Security

4.1 Storage Methods

- Cloud infrastructure (e.g. Firebase)
- Local device storage for immediate app features
- Secure, encrypted backups

4.2 Security Measures

- SSL/TLS encryption during data transmission
- End-to-end encryption for chat messages
- Regular security audits and updates
- Access controls, authentication, and automated threat detection

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5. Information Sharing & Disclosure

We may share data with:

- Trusted service providers (e.g. payment gateways, analytics vendors)
- Payment processors (e.g. MPESA, card networks)
- Support staff as needed to resolve customer inquiries
- Regulatory or legal authorities when legally required
- Business partners only with your explicit consent

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6. Your Rights

Under Kenya's Data Protection Act and similar frameworks (GDPR, CCPA), you have the right to:

- Access your personal information
- Correct or update inaccurate data
- Delete your account and request data erasure
- Export your personal data in machine-readable format
- Opt-out of marketing communications at any time
- Manage app permissions and controls within your device

To exercise these rights, contact us via the methods in Section 10.

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7. Data Retention Policy

- **Active accounts**: Stored until account deletion
- **Inactive accounts**: Archived after 12 months of inactivity
- **Chat history**: Retained for 24 months
- **Usage logs**: Kept for up to 6 months
- **Payment data**: Retained only as required by applicable law

These schedules align with ODPC regulations, which require controllers to establish retention limits and conduct periodic audits odpc.go.ke+2Termly+2Termly+1odpc.go.ke.

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8. Children's Privacy

We do not knowingly collect personal data from children under the age of **13**. If such information is discovered, we will promptly delete it.

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9. Changes to this Policy

We may update this Privacy Policy from time to time. Material changes will be pushed to you via app notification or email. The "Last updated" date at the top reflects the most recent revision.

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10. Contact Information

For privacy-related questions or to manage your data rights:

Javi Customer Support

- Email: communications@javiresearch.co.ke
- Phone: +254 706 449 519
- Address: Buruburu Farmers, 6th Avenue, Off Kangundo Rd, Nairobi, Kenya
- Hours: Monday–Friday, 8:00 AM – 5:00 PM EAT

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11. Compliance & Authority

This policy is crafted in accordance with:

Kenya's Data Protection Act (2019/2022)