Security and Privacy Policy

Blankets & Baskets - Premium Picnic Kits
Last Updated: March 2025

1. Data Collection and Privacy Statement (Privacy)

What We Collect and Why

At Blankets & Baskets, we collect only the essential information needed to provide you with exceptional service. Every piece of data serves a specific, transparent purpose:

Data Collected	Purpose	Storage & Protection
Full Name	Order processing, personalized service, and delivery coordination	Encrypted in our secure database
Email Address	Order confirmations, delivery updates, and service communications (opt-in marketing only)	Encrypted with one-way hashing
Phone Number	Solely for SMS order updates and last-mile delivery coordination with our delivery partners	Encrypted and only shared with delivery services when active orders exist
Delivery Address	Precise delivery of your picnic kits to Nairobi locations	Encrypted and automatically purged 30 days after delivery
M-Pesa Payment Details	Transaction processing via Safaricom Daraja API	Never stored on our servers – processed directly through encrypted M-Pesa channels

Our Privacy Commitments

- We Never Sell Your Data: Customer information is strictly for order fulfillment and will never be sold, rented, or shared with third parties for marketing purposes.
- Minimal Data Collection: We collect only what's necessary for your specific transaction.
- Transparent Data Usage: Each data point has a clearly defined, legitimate business purpose.
- Data Retention Control: You can request deletion of your personal data at any time by contacting hello@blanketsbaskets.co.ke.
- GDPR Compliance: We adhere to global data protection standards, ensuring your rights to access, rectify, and erase your data.

2. Transaction Security Commitment (Confidentiality, Integrity, Non-repudiation)

Payment Security Infrastructure

1. Confidentiality Protection:

- All payment information is secured using 256-bit SSL encryption (TLS 1.3)
- Payment details are never stored on our servers
- M-Pesa transactions processed through Safaricom's certified Daraja API with end-to-end encryption
- Credit card payments handled by PCI DSS Level 1 certified payment processors

2. Data Integrity Assurance:

- Digital signatures on all transaction records
- Blockchain-inspired immutable transaction logging
- Real-time fraud detection using machine learning algorithms
- Dual-verification for all payment confirmations

3. Non-repudiation Guarantees:

- Time-stamped digital receipts with unique transaction IDs
- SMS and email confirmation for every payment stage
- M-Pesa confirmation codes recorded in secure audit trails
- Digital certificates validating transaction authenticity

Security Practices
M-Pesa: Customer → Encrypted Channel → Safaricom API → Our System
Cards: Customer → PCI DSS Processor → Encrypted Confirmation → Our System

- All sensitive data encrypted both in transit and at rest
- Regular security audits and penetration testing
- Employee access restricted through role-based permissions
- Automated monitoring for suspicious activities

3. System Reliability Commitment (Availability and Authenticity)

Platform Availability
- 99.9% minimum uptime commitment for our ordering platform
- 24/7 monitoring with automatic failover systems
- Cloud redundancy across multiple Nairobi data centers
- Scheduled maintenance communicated 48 hours in advance

Site Authenticity Verification
- Extended Validation SSL Certificate from trusted Certificate Authority
- Visible security indicators in browser address bar
- Official verification badges on all communications
- Domain-based message authentication for all emails

Emergency Protocols
- Daily encrypted backups to geographically separate locations
- Disaster recovery plan tested quarterly
- Alternative ordering channels (WhatsApp Business) during outages

- Transparent communication during any service disruptions

Your Rights & Our Responsibilities

Customer Rights
- Right to access your stored data
- Right to request data correction
- Right to data deletion (except legally required records)
- Right to opt-out of marketing communications
- Right to data portability

Our Ongoing Commitments
- Quarterly security audits by independent third parties
- Annual privacy policy review and updates
- Continuous security training for all team members
- Proactive vulnerability disclosure program
- Transparent reporting of any security incidents

Contact & Compliance
Security Team: security@blanketsbaskets.co.ke

Privacy Officer: privacy@blanketsbaskets.co.ke

Emergency Contact: +254 700 123 456 (24/7 for security concerns)

Regulatory Compliance:
Kenya Data Protection Act, 2019
GDPR (for international customers)
PCI DSS Standards
Safaricom Daraja API Security Requirements

This policy demonstrates our commitment to implementing all six dimensions of e-commerce security: Privacy, Confidentiality, Integrity, Non-repudiation, Authenticity, and Availability. We believe that trust is our most valuable asset, and we protect it with enterprise-grade security practices.