



## **PRIVACY POLICY**

This privacy notice describes how Singlepay Technologies Ltd and our affiliates (collectively, 'Singlepay', 'We', and 'Us') collect, use, disclose, transfer, store, retain or otherwise process your information when you (whether you are an individual, an individual acting as a sole proprietor or on behalf of another business entity) apply or sign up for a Singlepay account and other services (including, but not limited to, Singlepay Technologies Ltd) through Singlepay's website or mobile application (collectively, 'Services').

This privacy policy applies to information collected in connection with your access to and use of our services.

Please read this privacy policy carefully. By continuing to interact with our Services, you are consenting to the practices described in this Privacy Notice.

Our privacy policy explains:

- Information we collect about you
- Information we may collect about your customers
- Sources of information we collect about you
- Cookies
- Third party analytics services
- Online tracking and interest-based advertising
- How long we keep your information
- Your Choices
- Children's Online Privacy Protection Act Compliance
- How we secure your information
- Storage and processing
- Changes to this privacy policy
- How to contact us

### **Information We Collect About You**

We collect information from you when you register on our website or app, make an order with a Singlepay vendor or fill out a form.

When registering on our website or app, as appropriate you may be asked your name, email address or phone number.

### **Information We May Collect About Your Customer**

We also obtain information about your customers when they transact with you. For instance, when they make a payment at your establishment, or receive an invoice from you. The particular data we collect will vary depending on how you use our services and which services you use. Your customer data may include:

- Device information. Information about your customer's device hardware model, operating system and version, device name, unique device identifier, mobile network information and about the device's interaction with our services.
- Financial Information. Bank account numbers, payment card numbers, mpesa account details.

- Identification Information: Your customer's name, email address, address, phone number, government-issued identification.
- Transaction Information. When customers use Singlepay to make or record payments to you, we'll collect information about when and where the transactions occur, the name of the transacting parties, a description of the transactions which may include item-level data, the payment or transfer amounts, billing and shipping information and the payment methods used to complete the transactions.
- Use Information. Information about how your customers transact with you using our services including access time; "login" and "log-out" information.

### **Sources of Information we Collect About You**

We collect information about you from the following categories of sources:

- You directly, when you submit information to us or allow us to access information about you.
- Your devices and applications when you interact with our website or use our services
- Other sources include: online advertising companies, social media networks, service providers who help us with third-party identity verification and fraud detection.

### **Cookies**

We do not use cookies

### **Third Party Analytics**

We may use third-party analytics service providers to help us with our online services, such as Google Analytics, Facebook, BugSnag. The analytics providers that administer these services use technologies such as cookies, web beacons and web server logs to help us analyze how you use our online services.

We may disclose your site use information to these analytics providers and other service providers who use the information to help us figure out how you and others use our online services.

### **Online Tracking and Interest Based Advertising**

We may collect your information on Singlepay platforms to advertise to you and to tailor our products and services to your interests.

### **How Long We Keep your Information**

We keep your information as long as you keep using our products and services. After that, we keep it for as long as we need it to do things like fight fraud, resolve disputes with (or involving) you, follow the law, enforce our agreements and defend our rights in court.

### **Your choices**

You can see, change or fix information you gave us, ask us to deactivate your account, control your location information or tell us to stop marketing to you by opting out.

### **Children's Online Privacy Protection Act Compliance**

We are in compliance with the Children's Online Privacy Protection Act (COPPA) requirements and do not collect any information from anyone under 18 years of age. Our website, app, products and services are made for people who are at least 18 years of age or older or people who can legally enter into a binding agreement.

## **How We Secure Your Information**

We take reasonable measures, including administrative, technical and physical safeguards to protect information from loss, theft and misuse and unauthorized access, disclosure, alteration and destruction.

Nevertheless, the internet is not a 100% secure environment and we cannot guarantee absolute security of the transmission or storage of your information.

We hold information about you both at our own premises and with the assistance of third-party service providers.

## **Storage and Processing**

We may, and we may use third-party service providers to process and store information in Kenya and abroad..

## **Changes to this Privacy Policy**

We may amend this privacy policy from time to time by posting a revised version and updating the “Effective Date” above. The revised version will be effective on the “Effective Date” listed. We will provide you with reasonable prior notice of material changes in how we use your information, including by email or phone number, if you have provided one.

If you disagree with these changes, you may cancel your account at any time. If you keep using our Services, you consent to any amendment of this privacy policy.

## **Contacting Us**

You can contact our customer support team with any questions or concerns at the email address below.

[support@singlepay.co.ke](mailto:support@singlepay.co.ke)