

# PaLevel Privacy Policy

Effective Date: 5 January 2025

PaLevel (“we”, “our”, or “us”) operates the PaLevel mobile application, a platform connecting hostel landlords and university students in Malawi.

We are committed to protecting your privacy and ensuring transparency about how your personal information is collected, used, and protected.

## 1. Information We Collect

To provide our services, PaLevel collects the following categories of information:

### a. Personal Identification Information

- Full name
- Email address
- Phone number
- Account credentials (username and encrypted password)
- National ID image (for identity verification)

### b. Location Information

Approximate device location

### c. Property & Media Information

Photos of hostels and rooms uploaded by landlords

## 2. How We Use Your Information

We use collected data for the following purposes:

### a. User Identification & Verification

Name, email, phone number, and National ID are used to verify landlords and users, prevent fraud, and maintain platform trust.

### b. Communication

To contact users regarding account activity, bookings, subscriptions, and important notifications.

### c. Location-Based Services

Location data is used to display hostels and properties that are geographically close to users.

#### d. Payments & Subscriptions

Account credentials are used to securely facilitate payments for student subscriptions and rent payments to landlords through payment gateways.

#### e. Platform Operations

To manage listings, bookings, and user interactions.

### 3. Data Sharing

PaLevel does not sell user data.

We may share data only:

- With trusted payment service providers to process transactions securely
- With service providers that support app functionality (hosting, analytics, security)
- When required by law or legal obligation
- All third parties are required to protect user data in compliance with applicable laws.

### 4. Data Retention

We retain personal information only for as long as necessary to:

- Provide services
- Fulfill legal and regulatory obligations
- Resolve disputes and enforce agreements
- Users may request account and data deletion at any time.

### 5. User Rights

Users have the right to:

- Access their personal information
- Request corrections to inaccurate data
- Request deletion of their account and personal data
- Withdraw consent where applicable
- Requests can be made using the contact information below.

### 6. Data Security

PaLevel applies appropriate technical and organizational security measures, including:

Encrypted communication (HTTPS)

Secure authentication mechanisms

Restricted access to sensitive information

While we strive to protect user data, no digital system is completely secure.

## 7. Children's Privacy

PaLevel is not intended for children under the age of 13.

We do not knowingly collect personal data from children. If such data is discovered, it will be removed immediately.

## 8. Changes to This Privacy Policy

We may update this Privacy Policy periodically.

Users will be notified of material changes through the app or other appropriate means.

## 9. Contact Information

If you have questions or concerns regarding this Privacy Policy or your data:

App Name: PaLevel

Email: [support@palevel.com](mailto:support@palevel.com)

Country: Malawi

## 10. Consent

By using the PaLevel app, you agree to the collection and use of information in accordance with this Privacy Policy.