

PRIVACY POLICY

1. Introduction

We at KilanFlux (“we,” “our,” or “us”) are committed to protecting the privacy of everyone who visits our website or uses our software engineering services (“you,” “your,” or “users”). This Privacy Policy explains what information we collect, how we use it, with whom we share it, and the choices you have regarding your information.

2. Information We Collect

2.1. Personal Information You Provide

- When you create an account, subscribe to newsletters, request support, or otherwise interact with us, we collect information such as your name, email address, postal address, phone number, billing details, and payment information.

2.2. Usage Information We Automatically Collect

- We log technical details about your device and interaction with our services, including IP address, browser type, operating system, referral URLs, pages viewed, and timestamps.

2.3. Cookies & Similar Technologies

- We use cookies, web beacons, and similar tools to remember your preferences, analyze site usage, and deliver personalized content. You can manage or disable cookies via your browser settings, though this may affect functionality.

3. How We Use Your Information

We use the information we collect to:

1. Provide, maintain, and improve our products and services.
2. Process transactions and send you confirmations.
3. Personalize your experience and develop new features.
4. Send you marketing and promotional communications (with your consent).
5. Diagnose and fix technical issues and detect security threats.
6. Comply with legal obligations and enforce our policies.

4. Sharing Your Information

4.1. Service Providers

We share data with trusted vendors who support our business operations (e.g., payment processors, hosting providers, analytics services). They are contractually obligated to keep your information secure.

4.2. Legal Compliance & Protection

We may disclose information if required by law, legal process, or to protect our rights, your safety, or public safety.

4.3. Business Transfers

If we merge with or are acquired by another company, your information may be transferred. We will notify you of any change in ownership or uses of your data.

5. Cookies and Tracking

We place cookies and similar technologies on your device to improve site performance, remember your settings, and gather analytics. You can opt out or delete cookies via your browser, but some features may no longer work.

6. Analytics & Advertising

We use services like Google Analytics and Mixpanel to understand how our users interact with our site. We do not sell your personal data to advertisers. You may opt out of certain analytics tracking via browser add-ons or settings.

7. Data Security

We implement administrative, technical, and physical safeguards—such as TLS encryption, access controls, and regular security audits—to protect your information from unauthorized access or disclosure.

8. International Data Transfers

We operate globally. When we transfer your data across borders (for example, between Kenya, the U.S., or EU member states), we apply appropriate safeguards such as Standard Contractual Clauses to ensure adequate protection.

9. Your Rights and Choices

Depending on where you live, you may have rights including:

- **Access & Correction:** Request copies of or updates to your personal data.
- **Deletion:** Ask us to delete your personal information.
- **Restriction & Objection:** Limit or object to certain processing activities.
- **Data Portability:** Receive your data in a structured format.
- **Withdraw Consent:** If we rely on consent, you can withdraw it at any time.

To exercise these rights, please contact us using the details below. We will respond in accordance with applicable laws.

10. Children's Privacy

We do not knowingly collect personal data from children under 13. If we learn that we have collected information from a child under 13, we will promptly delete it. If you believe we have any such data, please contact us.

11. Changes to This Policy

We may update this Privacy Policy from time to time. When we do, we will revise the "Effective Date" above and post the updated policy on our website. We encourage you to review this policy periodically for any changes.

12. Contact Us

If you have questions or concerns about this Privacy Policy or our data practices, please reach out to us at:

- **Email:** kilanflux@gmail.com
- **Address:** KilanFlux Tech., Nairobi, Kenya

Thank you for trusting us with your information. We are dedicated to keeping it safe, secure, and transparent.