

# Ristay Connect Limited – Privacy Policy

Effective Date: June 25, 2025

Company Name: Ristay Connect Limited

Contact: support@ristay.co.ke | 07 69 88 00 88 / 07 41 57 47 97

Platform: [www.ristay.co.ke](http://www.ristay.co.ke)

## 1. Overview

At Ristay, we value your privacy. This Privacy Policy explains how we collect, use, and protect your personal data when you interact with our platform, mobile services, and partner systems.

## 2. Information We Collect

We may collect the following categories of information:

- Account Information: Name, phone number, email address, and profile picture
- Identification Info: KYC data (e.g., national ID or passport for verification)
- Transaction Data: Booking history, payment confirmations, and wallet activity
- Location Data: For enabling features such as map listings or geotagging
- Communication Logs: WhatsApp, email, and app messages exchanged on Ristay

## 3. How We Use Your Data

We use your information to:

- Facilitate bookings, payments, and communication between guests and hosts/car owners
- Verify identity and prevent fraud
- Improve customer experience and platform features
- Send booking confirmations, reminders, and support messages
- Comply with legal obligations and security protocols

## 4. Data Sharing

We may share your data with:

- Payment processors: (e.g., PesaPal, Co-op, NCBA Loop, Safaricom B2C, Cryptix)
- Verification providers: for KYC and fraud prevention
- Ristay staff or agents: involved in dispute resolution or guest support
- Legal authorities: if required by law or to protect our users

We do not sell your personal information to third parties.

## 5. Data Retention

We retain user data for as long as necessary to fulfill legal, contractual, or operational purposes. You may request deletion of your data, subject to booking or compliance history.

## 6. Security Measures

We use encryption, access restrictions, and monitoring systems to protect your personal data. While we take all reasonable precautions, no system is 100% secure.

## 7. Your Rights

You have the right to:

- Access or correct your personal data
- Request data deletion (where applicable)
- Withdraw consent for marketing communications

To exercise your rights, contact: support@ristay.co.ke

## 8. Cookies & Analytics

We may use cookies and tracking tools (e.g., Google Analytics) to understand user behavior and improve the platform. You can control cookie settings through your browser.

## 9. Policy Updates

Ristay may update this Privacy Policy periodically. Continued use of the platform means you accept the latest version, which will always be available at: [www.ristay.co.ke](http://www.ristay.co.ke)