

## **Privacy and Cookie Policy for Lipa Mdogo Mdogo**

We value the trust you place in Safaricom PLC and this website, Lipa Mdogo Mdogo and that is why we insist upon offering you the best service with highest standards for secure transactions and customer information privacy. This Privacy and Cookie Policy ("Policy") describes how Safaricom and its affiliates (collectively "Safaricom") collect and process your personal information through Safaricom websites, devices, products and services. By using this website, you are consenting to the practices described in this Policy.

Kindly go through following statement to learn about our information gathering and dissemination practices. Note: Our Policy is subject to change at any time without notice. To make sure you are aware of any changes, kindly review this Policy from time to time.

### **1. Collection of Personally Identifiable Information**

We collect personal information (name, email address, mobile number, location etc.) from a customer when you set up an account with Safaricom on [www.lipamdogo.mdogo.com](http://www.lipamdogo.mdogo.com). As you browse some sections of our site without being a registered member, there are some activities that will require you to register. We do use your contact information to send you offers based on your previous orders, interests and searches on our website.

We automatically collect and store certain types of information about your use of Safaricom services, including information about your interaction with content and services available through Safaricom services.

### **2. Use of Demographic and Profile Data**

We use personal information to provide the services you request. To the extent we use your personal information to market to you, we will provide you the ability to opt-out of such uses. We use your personal information to resolve disputes; troubleshoot problems; help promote a safe service; collect fees owed; measure consumer interest in our products and services, inform you about online and offline offers, products, services, and updates; customize your experience; detect and protect us against error, fraud and other criminal activity; enforce our terms and conditions; and as otherwise described to you at the time of collection.

As we continually improve on our product and service offerings, we collect and analyze demographic and profile data about our users' activity on our website. We identify and use your IP address to help diagnose problems with our server, and to administer our website. Your IP address is also used to help identify you and to gather broad demographic information.

We from time to time request you to complete some simple and optional online surveys. These surveys may ask you for contact information and demographic information (like location, local government area, age, or income level or gender). We use this data to tailor your experience at our site, providing you with content that we think you might be interested in--and to display content according to your preferences.

## **Cookies**

A "cookie" is a small piece of information stored by a Web server on a Web browser, so it can be later read back from that browser. Cookies are useful for enabling the browser to remember information specific to a given user. Safaricom and lipamdogomdogo.com place both permanent and temporary cookies in your computer's hard drive. Safaricom and lipamdogomdogo.com's cookies do not contain any of your personally identifiable information.

### **3. Sharing of personal information**

We may share personal information with our other corporate entities and affiliates in an effort to detect and prevent identity theft, fraud and other potentially illegal acts; correlate related or multiple accounts to prevent abuse of our services; and to facilitate joint or co-branded services that you request where such services are provided by more than one corporate entity.

Those entities and affiliates may not market to you as a result of such sharing unless opt-in is activated on your end.

We may disclose personal information if required to do so by law or in the good faith belief that such disclosure is reasonably necessary.

We may disclose personal information to law enforcement offices, third party rights owners, or others in the good faith belief that such disclosure is reasonably necessary to: enforce our Terms or Policy; respond to claims that an advertisement, posting or other content violates the rights of a third party; or protect the rights, property or personal safety of our users or the general public.

In a case where Safaricom and its affiliates plan to merge/partnership or acquisition occurs by another business entity, we will be required to share some or all of your personal information with such entities.

### **4. Links to Other Sites**

Our site links to other websites that may collect personally identifiable information about you. Safaricom is not responsible for the privacy practices or the content of those linked websites.

### **5. Security Precautions**

Safaricom has taken security measures in place to protect the loss, misuse, and alteration of the information. When a customer changes/accesses your account information, we offer the use of a secure server. Once your information is in our possession we adhere to strict security guidelines, protecting it against unauthorized access.

### **6. Choice/Opt-Out**

Safaricom provides its users with the opportunity to opt-out of receiving non-essential (promotional, marketing-related) communications from us on behalf of our partners, and from us in general, after setting up an account.

If you want to remove your contact information from all Lipa Mdogo Mdogo.com lists and newsletters, please unsubscribe from the email on the newsletter or [click here to unsubscribe](#)

## **7. Advertisements on Lipa Mdogo Mdogo.com**

We use third-party advertising companies to serve ads when you visit our website. These companies may use information (not including your name, address, email address, or telephone number) about your visits to this and other websites in order to provide advertisements about goods and services of interest to you.

## **8. How Secure is My Information?**

We design our systems with your security and privacy in mind.

We work to protect the security of your personal information during transmission by using encryption protocols and software.

We follow the Payment Card Industry Data Security Standard (PCI DSS) when handling credit card data.

We maintain physical, electronic, and procedural safeguards in connection with the collection, storage, and disclosure of personal customer information. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you.

It is important for you to protect against unauthorized access to your password and to your computers, devices, and applications. Be sure to sign off when finished using a shared computer.

## **9. Questions?**

Questions regarding this statement should be directed to the following address: [help@lipamdogomdogo.com](mailto:help@lipamdogomdogo.com)