

Borderless Arcade Carwash Privacy Policy

Privacy Policy is dated on 19-04-2023

(**Borderless Arcade Carwash** herein referred to as “our”, “us”, and/or “we”)

Borderless Arcade Carwash. we respect the privacy of our users. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use the Application. Please read this Privacy Policy carefully. **IF YOU DO NOT AGREE WITH THE TERMS OF THIS PRIVACY POLICY, PLEASE DO NOT ACCESS THE APPLICATION.**

Borderless Arcade Carwash reserve the right to make changes to this Privacy Policy at any time and for any reason. We will alert you about any changes by updating the “Last updated” date of this Privacy Policy. You are encouraged to periodically review this Privacy Policy to stay informed of updates. You will be deemed to have been made aware of, will be subject to, and will be deemed to have accepted the changes in any revised Privacy Policy by your continued use of the Application after the date such revised Privacy Policy is posted.

This Privacy Policy does not apply to the third-party online/mobile store from which you install the Application. We are not responsible for any of the data collected by any such third party.

COLLECTION OF YOUR INFORMATION

While using the application, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to:

Personal Data

- Email Address;
- First name and last name;
- Phone number;
- Address of location at which services will be provided.
- M-PESA Mobile money payment information.

Usage Data

Financial Data:

There is no payment necessary for this Application. Financial information, such as data related to your payment method.

Geo-Location Information:

We may request access or permission to and track location-based information from your mobile device, either continuously or while you are using the Application, to provide location-based services. If you wish to change our access or permissions, you may do so in your device's settings.

Mobile Device Access: We may request access or permission to certain features from your mobile device, including your mobile device's storage. You can enable or disable access to this information at any time, through Your Device settings.

Mobile Device Data:

Device information such as your mobile phone number, country, location, and any other data you choose to provide.

Push Notifications:

We may request to send you push notifications regarding your account or the Application. If you wish to opt-out from receiving these types of communications, you may turn them off in your device's settings.

USE OF YOUR INFORMATION

Having accurate information about you permits us to provide you with a smooth, efficient, and customized experience. Specifically, we may use information collected about you via the Application to:

1. Create and manage your account;
2. Compile anonymous statistical data and analysis for use internally;
3. Email you regarding your account or order;
4. Increase the efficiency and operation of the Application;
5. Request feedback and contact you about your use of the Application;
6. Resolve disputes and troubleshoot problems;
7. Solicit support for the Application.
8. Assist law enforcement and respond to subpoena.
9. Fulfill and manage purchases, orders, payments, and other transactions related to the Application;
10. Generate a personal profile about you to make future visits to the Application more personalized;
11. Monitor and analyze usage and trends to improve your experience with the Application;
12. Notify you of updates to the Application;
13. Prevent fraudulent transactions, monitor against theft, and protect against criminal activity;
14. Process payments and refunds;
15. Respond to product and customer service requests.

We may also collect information that Your browser sends whenever You visit our application or when You access the Service by or through a mobile device.

We may use Your Personal Data to contact You with marketing or promotional services and other information that may be of interest to You. You may opt-out of receiving any, or all, of these communications from Us by following the unsubscribe link or instructions provided in any email We send or by contacting Us.

DISCLOSURE OF YOUR INFORMATION

We may disclose Your Personal Data in the good faith belief that such action is necessary to:

By Law or to Protect Rights:

If we believe the release of information about you is necessary to respond to legal process, to investigate or remedy potential violations of our policies, or to protect the rights, property, and safety of others, we may share your information as permitted or required by any applicable law, rule, or regulation. This includes exchanging information with other entities for fraud protection and credit risk reduction.

Third-Party Service Providers:

We may share your information with third parties that perform services for us or on our behalf, including payment processing, data analysis, email delivery, hosting services, customer service, and marketing assistance as permitted by law.

Cookies

We may also use cookies to gather information about our Application or your visits to our website and enhance your experience. More information on how we use cookies is available in Section 11.

Affiliates:

We may share your information with our affiliates, in which case we will require those affiliates to honor this Privacy Policy. Affiliates include our parent company and any subsidiaries, joint venture partners or other companies that we control or that are under common control with us.

Business Partners:

We may share your information with our business partners to offer you certain promotions.

For Business Transfers:

We may share or transfer Your personal information in connection with, or during negotiations of, any merger, sale of Company assets, financing, or acquisition of all or a portion of our business to another company.

Marketing Communications:

With your consent, or with an opportunity for you to withdraw consent, we may share your information with third parties for marketing purposes, as permitted by law.

TRANSFER OF YOUR PERSONAL DATA

Your information, including Personal Data, is processed at the Company's operating offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to — and maintained on — computers located outside of Your state, province, country, or other governmental jurisdiction where the data protection laws may differ than those from Your jurisdiction.

Your consent to this Privacy Policy followed by Your submission of such information represents Your agreement to that transfer.

The Company will take all steps reasonably necessary to ensure that Your data is treated securely and in accordance with this Privacy Policy and no transfer of Your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of Your data and other personal information.

Sale or Bankruptcy:

If we reorganize or sell all or a portion of our assets, undergo a merger, or are acquired by another entity, we may transfer your information to the successor entity. If we go out of business or enter bankruptcy, your information would be an asset transferred or acquired by a third party. You acknowledge that such transfers may occur, and that the transferee may decline honor commitments we made in this Privacy Policy.

We are not responsible for the actions of third parties with whom you share personal or sensitive data, and we have no authority to manage or control third-party solicitations. If you no longer wish to receive correspondence, emails, or other communications from third parties, you are responsible for contacting the third party directly.

RETENTION OF YOUR DATA

The Company will retain Your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use Your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

The Company will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period, except when this data is used to strengthen the security or to improve the functionality of Our Application, or We are legally obligated to retain this data for longer time periods.

SECURITY OF YOUR INFORMATION

We use administrative, technical, and physical security measures to help protect your personal information. While we have taken reasonable steps to secure the personal information you provide to us, please be aware that despite our efforts, no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other type of misuse. Any information disclosed online is vulnerable to interception and misuse by unauthorized parties. Therefore, we cannot guarantee complete security if you provide personal information.

All payment details are handled by Safaricom M-PESA payment gateway provider and we are not held responsible for any and all frauds that may be committed by M-PESA.

CHILDRENS PRIVACY

Our Application does not address anyone under the age of 13. We do not knowingly collect personally identifiable information from anyone under the age of 13. If you are a parent or guardian and you are aware that your child has provided u with Personal Data, please contact us.

CHANGES TO THIS PRIVACY POLICY

We may update Our Privacy Policy from time to time. We will notify You of any changes by posting the new Privacy Policy on the Application. You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on the Application.

OPTIONS REGARDING YOUR DATA

You may at any time review or change the information in your account or terminate your account by:

- Logging into your account settings and updating your account;
- Contacting us using the contact information provided below.

If you wish to terminate your account, kindly send us an email on info@b-arcadecarwash.co.ke and we will deactivate or delete your account and information from our active databases. However, some information may be retained in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our Terms of Use and/or comply with legal requirements.

EMAILS AND COMMUNICATIONS

If you no longer wish to receive correspondence, emails, or other communications from us, you may opt-out by:

- Noting your preferences at the time you register your account with the Application;
- Logging into your account settings and updating your preferences;

- Contacting us using the contact information provided below.

If you no longer wish to receive correspondence, emails, or other communications from third parties, you are responsible for contacting the third party directly.

UPDATE YOUR CONTACT INFORMATION

We encourage you to update promptly your contact and personal information when it changes.

DELETION OF ACCOUNT POLICY

We take our users' privacy very seriously. If you wish to delete your account with us, we will ensure that your personal data is deleted in accordance with the applicable rules and regulations to the extent permitted technically.

delete your account, please follow the steps below:

- Log in to your account on our application.
- Navigate to the Menu Settings.
- Select the "Profile" option.
- Delete my account.

Please note that once your account is deleted, all of your personal data associated with your account will be deleted as well. This includes any data you have provided us with, such as your name, email address, and phone number, as well as any data generated through your use of our application.

We will ensure that your personal data is deleted within a reasonable time frame and in accordance with applicable rules. However, please note that we may be required to retain certain data for legal or regulatory purposes.

If you have any questions or concerns about the deletion of your account or your personal data, please contact our customer support team at info@b-arcadecarwash.co.ke.

CONTACT US

If you have any questions about this Privacy Policy, you can contact us:

- By visiting this page on our website: <https://www.b-arcade.co.ke>.
- By sending us an email: info@b-arcadecarwash.co.ke.