Privacy Policy, Version 1.0.1

Status: ☐Working Draft   ☒ Approved   ☐ Adopted
Document Owner: Information Security Committee
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Privacy Policy

Purpose

The purpose of the iXAfrica Datacentre Limited Privacy Policy is to notify users of the practices regarding the collection, use, sharing, choices, security and correction options around information collected or maintained about them.

Audience

The iXAfrica Datacentre Limited Privacy Policy applies to users who have information collected through iXAfrica's Website, Customer Portal, BMS and DCIM Services, iXAfrica's ERP and CRM System.

Policy

Notice

- iXAfrica Datacentre Limited is the sole owner of information collected on iXAfrica's Website, Customer Portal, BMS and DCIM Services, iXAfrica's ERP and CRM System.
- We only collect information that you voluntarily share via this website, email, or other direct contact.
- We will not sell or rent this information to anyone.

Purpose

- We will use your information to respond to you based on the reason you contacted us.
- We only share your information with authorized business partners as it relates to processes related to your request.
- We may contact you for iXAfrica related messaging; you have the ability to request to not receive these communications.

Consent

- We will not voluntarily share your information with a third party without prior authorization, except:
  - With an affiliate or agent of iXAfrica Datacentre Limited,
  - With the written authorization,
  - To enforce our privacy policy, to comply with law, regulation, or other legal processes or to protect the rights, property or safety of us or others,
  - With a regulator or law enforcement agency or personnel,
  - In emergency situations,
  - To protect against misuse or unauthorized use of iXAfrica's Website, Customer Portal, BMS and DCIM Services, iXAfrica's ERP and CRM System,
  - To detect or prevent criminal activity or fraud, or
  - In the event that we or substantially all of our assets are acquired by one or more third parties as a result of an acquisition, merger, sale, reorganization, consolidation or liquidation, in which case information may be one of the transferred assets.

Security

- We take precautions to protect your information both online and offline.
- iXAfrica Datacentre Limited has implemented physical, administrative, and technical safeguards and operational procedures to protect information we collect and/or maintain.
- Transactions over the internet involving information are encrypted.
- We restrict access to your information in our database to authorized users.

Access

- You may opt out of communication with us at any time.
- You can contact us via privacy@ixafrica.co.ke to:
  - Find out what data we maintain about you, if any.
  - Change/correct any data we have about you.
  - Have us delete any data we have about you.

Accountability

- iXAfrica Datacentre Limited has appointed a Privacy Officer and Security Officer who are responsible for the protection of information.
- iXAfrica Datacentre Limited is committed to resolving any complaints about your privacy and our collection or use of your personal information. If you have any questions or complaints regarding this policy, please contact us via privacy@ixafrica.co.ke .

Data Protection Act, 2019 compliance

IXAfrica is committed to adhering to the provisions outlined in the Data Protection Act, 2019. As such, we ensure that all personal data, including sensitive health information, is processed lawfully, transparently, and with explicit consent from individuals. Our stringent data security measures guarantee the confidentiality and integrity of the data we handle, and we respect individuals' rights to access and control their information as mandated by the Act.

Cookies

- We collect information about you and your use of this Website through the use of cookies. Cookies are small files that a website can store on your computer's hard drive for record-keeping or other administrative purposes. If you are concerned about the use of cookies, you can choose to enable a feature in your browser software that will erase cookies, block all cookies, or warn the user before cookies are stored or exchanged. If you reject cookies, you will only be able to view the site.

Links

- This Website includes links to other websites. This Privacy Policy does not apply to these links.
- We do not endorse and are not responsible for the operation or content of these websites. Please consult the privacy policy for each website you visit.

Updates

- We may modify, alter, or update our privacy policy at any time, so we encourage you to review our privacy policy frequently.
- We will not provide individual notice to you of changes to our privacy policy, but when we make updates to our privacy policy, we will update the date in this section.

- If you feel that we are not abiding by this privacy policy, you should contact us immediately at privacy@ixafrica.co.ke .

Disclosure

- Information is collected by iXAfrica Datacentre Limited. Contact information:
  - Address
  - Phone
  - Email

Our Privacy Policy was last updated on 11/02/2023.