

## Privacy Notice Communication Script

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### **Our Privacy Notice and You**

Is your privacy important to you? It should be. It certainly is for us at M-KOPA. This is why we want to be open with you about how we collect and use your personal data.

### **What is Personal Data?**

Any information that identifies you – your name, phone number, ID, email address and so on.

### **What do we collect?**

Only what is required and shared voluntarily by you when you apply to buy or use our services, when you talk to us whether by email, phone, social media or even when you apply for a job. We may collect your data from third parties for our due diligence and to understand your credit profile.

### **Why do we collect your Personal Data?**

We need your data to complete your orders, answer your questions, fix problems and process applications. We collect and process your payment history with M-KOPA to decide whether to offer you additional products and services.

We also need to your data to protect you from fraud and comply with the law.

### **Aged under 18?**

We do not collect data from minors. If you are under 18, wait to be a bit older or ask a parent or guardian to contact us.

### **Who can access your Personal Data and why?**

We do not share your Personal Data except on a need-to-know-basis within the M-KOPA Group, with 3<sup>rd</sup> parties that we partner with to provide services to us, or to you, and if

### **Sera Yetu ya Faragha na Wewe**

Je, faragha yako ni muhimu kwako? Inapaswa kuwa hivyo. Hakika, ni muhimu kwetu hapa M-KOPA. Ndiyo maana tunataka kuwa wazi nawe kuhusu jinsi tunavyokusanya na kutumia data yako binafsi.

### **Data Binafsi ni nini?**

Ni taarifa yoyote inayokutambulisha - jina lako, nambari ya simu, kitambulisho, anwani yako ya barua pepe, na kadhalika.

### **Tunakusanya Nini?**

Ni kile kinachohitajika na kushirikiwa kwa hiari na wewe unapojitolea kununua au kutumia huduma zetu, unapozungumza nasi kwa barua pepe, simu, mitandao ya kijamii au hata unapowasilisha maombi ya kazi. Tunaweza kukusanya data yako kutoka kwa wahusika wengine kwa uchunguzi wetu na kuelewa maelezo yako ya mikopo.

### **Kwa nini Tunakusanya Data Yako Binafsi?**

Tunahitaji data yako kukamilisha maagizo yako, kujibu maswali yako, kutatua matatizo, na kushughulikia maombi yako. Tunakusanya na kuchakata historia yako ya malipo na M-KOPA ili kuamua ikiwa tutakupua bidhaa na huduma zaidi. Pia tunahitaji data yako ili kukulinda kutokana na udanganyifu na kuzingatia sheria.

### **Je, Una Umri Chini ya Miaka 18?**

Hatukusanyi data kutoka kwa watoto. Ikiwa una umri wa chini ya miaka 18, tafadhali subiri mpaka utakapokuwa mzima au mtafute mzazi au mlezi wako awasiliane nasi.

### **Nani anaweza kufikia Data Yako Binafsi na Kwa Nini?**

Hatufichui Data Yako Binafsi isipokuwa kwa msingi wa haja ya kujua ndani ya Kundi la M-KOPA, na washirika wetu wa tatu ambao tunashirikiana nao kutoa huduma kwetu, au



required by law. We will never sell your data to a third party.

### **Transfer of your Personal Data**

If we have to transfer your Personal Data outside of the country, we will protect your data and transfer it in compliance with law.

### **What are your rights over your Personal Data?**

We will always tell you why we need your data and how we use it. Even after you share your data, you can always request for access or ask us to change or update your data. You can also opt-out from any marketing message or, if you need to contact us to make a complaint.

### **Data security and retention**

We care about your Privacy. So, we are committed to keep your Personal Data confidential and secure. We will only store your personal data as long as required.

### **Contact us**

You can find our full privacy policy online at [www.m-kopa.com/privacy](http://www.m-kopa.com/privacy). If you have any questions or comments regarding how we process your Personal Data, please email us at [dpo@m-kopa.com](mailto:dpo@m-kopa.com).

kwako, na ikihitajika kisheria. Hatutauza kamwe data yako kwa mtu wa tatu.

### **Uhamisho wa Data Yako Binafsi**

Ikiwa tutalazimika kuhamisha Data Yako Binafsi nje ya nchi, tutalinda data yako na kuihamisha kwa kuzingatia sheria.

### **Haki Zako Juu ya Data Yako Binafsi**

Daima tutakujulisha kwa nini tunahitaji data yako na jinsi tunavyoitumia. Hata baada ya kushiriki data yako, unaweza kila wakati kuomba upatikanaji au kutuomba kubadilisha au kusasisha data yako. Unaweza pia kuchagua kutokushiriki kwenye ujumbe wowote wa masoko au, ikiwa unahitaji kuwasiliana nasi kutoa malalamiko.

### **Usalama na Uhifadhi wa Data**

Tunajali kuhusu Faragha yako. Hivyo, tunaahidi kudumisha faragha na usalama wa Data Yako Binafsi. Tutahifadhi data yako ya kibinafsi tu kwa muda unaohitajika.

### **Wasiliana Nasi**

Unaweza kupata sera yetu kamili ya faragha mtandaoni kwa [www.m-kopa.com/privacy](http://www.m-kopa.com/privacy). Ikiwa una maswali au maoni kuhusu jinsi tunavyoshughulikia Data Yako Binafsi, tafadhali tuma barua pepe kwa [dpo@m-kopa.com](mailto:dpo@m-kopa.com).