

MOTOGARI PRIVACY POLICY

Effective Date: December 30, 2025

Last Updated: December 30, 2025

Motogari Limited (referred to as "Motogari," "we," "us," or "our") is committed to protecting the privacy of our clients and users in compliance with the Kenya **Data Protection Act, 2019 (DPA 2019)**. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you use our website, mobile application, or any of our transport, rental, or sales services.

1. Information We Collect and Its Purpose

We collect personal information necessary to provide our services, which are based on the legal grounds of contractual necessity and legitimate interest.

Category of Data	Examples of Data Collected	Purpose of Collection	Consequence of Failure to Provide
Identity & Contact Data	Name, phone number, email address, physical address.	To process bookings, communicate updates, and respond to inquiries.	We will be unable to process and confirm your booking or service request.
Transaction & Booking Data	Pick-up/drop-off locations, dates/times, vehicle type, flight details.	To fulfill your requested services (Car Rental, Taxi, Airport Transfer).	We cannot assign a driver or guarantee service delivery.
Financial & Payment Data	Payment card details, billing address, mobile payment information.	To process payments securely for services rendered.	You will be unable to pay for and utilize our services.
Identification Data	Copy of Driver's License, National ID/Passport details, driving history (for rental/sales).	To verify your identity, comply with legal/insurance requirements, and enforce contracts.	Failure to provide this is mandatory for car rental and sales services and will result in refusal of service.
Location Data	Real-time location data of your device or the vehicle.	To facilitate service provision (e.g., driver tracking, calculating fares) and for safety/security.	Core service functionality (e.g., matching you with a nearby driver) will be lost.

2. How We Use and Process Your Information

We use your personal information for the following specific purposes:

- **Service Fulfillment:** Processing your bookings and delivering services such as car rental, taxi, or airport transfer.
- **Safety and Security:** Verifying your identity, preventing fraud, and ensuring the safety of all parties involved in a transaction (a key legitimate interest).
- **Compliance:** Meeting mandatory legal obligations, including tax and regulatory reporting under Kenyan law.
- **Service Improvement:** Analyzing usage and market trends to enhance our offerings and the user experience.

3. Sharing and Disclosure of Your Information

We only share your information with third parties necessary for service delivery, and we do not sell your personal data.

- **Service Providers:** We share necessary data with third parties providing services like payment processing, data hosting, and IT infrastructure.
- **Drivers/Operators:** Your contact information and pick-up/drop-off details are shared with the assigned driver/operator to execute the service.
- **Legal Requirements:** We may disclose data if legally required by Kenyan law enforcement or courts.

4. Data Retention (Storage Limitation)

We adhere strictly to the DPA 2019 principle of storage limitation.

- We will retain your personal data only for as long as necessary to fulfill the purposes for which it was collected, and for satisfying any legal, accounting, or mandatory reporting requirements.
- **Booking History:** Data related to completed transport services will generally be retained for 7 years to meet financial auditing and tax obligations under Kenyan law.
- **Inactive Accounts:** Personal data of inactive users will be deleted or anonymized after 3 years of inactivity, unless legal obligations require longer retention.

5. Cross-Border Data Transfer

If your personal data is transferred to a country outside of Kenya (e.g., for secure cloud hosting):

- We will only transfer data where there are adequate safeguards in place, as required by the DPA 2019. This includes verifying that the recipient jurisdiction has data protection laws equivalent to the DPA 2019, or implementing appropriate contractual clauses (e.g., standard contractual clauses).
- By using our services, you consent to this transfer, provided the safeguards outlined above are met.

6. Your Data Subject Rights (DPA 2019)

As a data subject under the DPA 2019, you have the following rights regarding your personal data:

1. **Right to Access:** To request copies of the personal data we hold about you.
2. **Right to Rectification:** To request that we correct any inaccurate or incomplete data.
3. **Right to Erasure ("Right to be Forgotten"):** To request that we delete your personal data, provided there is no compelling legal reason for us to retain it.
4. **Right to Object:** To object to the processing of your data, including for direct marketing purposes.
5. **Right to Data Portability:** To receive your personal data in a structured, commonly used, and machine-readable format and to transmit that data to another controller.

To exercise any of these rights, please submit a request to the contact details provided in Section 8.

7. Data Security and Cookies

We implement reasonable technical and organizational security measures, including encryption and access controls, to protect your data. Our website uses cookies to enhance user experience; you may manage cookie settings through your browser.

8. Contact Us

If you have any questions or concerns about this Privacy Policy or wish to exercise your data subject rights, please contact the Motogari Data Privacy Team:

Motogari Limited

Address: Zamani Business Park, Nairobi, Kenya, Tree Lane, Karen

Phone: 0709 686000

Email: sales@motogari.com