



PRIVACY POLICY

DATE: 10th December 2025

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PREPARED BY: Salam Operations

Executive Summary

This Privacy Policy explains in detail how Salam Exporters collects, uses, stores, and protects the information you provide when using our website and export services. As an export and logistics management company, we handle sensitive data such as pickup and delivery addresses, contact details, shipment descriptions, documents, and payment information.

We are committed to:

- Being transparent about the data we collect
- Using your data only for legitimate business purposes
- Protecting your information with strong security standards
- Never selling your personal or business data to third parties

This Policy also explains your rights over your information, how you can access, correct, or request deletion of your data, and how we comply with Kenyan and international data protection regulations.

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OUR PRIVACY POLICY

Effective Date: Dec 10th, 2025

1. What Information We Collect

We collect information to process and deliver export services efficiently. This includes the following:

a. Information You Provide to Us

These are details you willingly submit when using our services.

Registration and Account Data: When you create an account or communicate with us, we require the below information to verify your identity, set up your account, and provide a secure login

- Full names
- Company name (if applicable)
- Physical address
- Phone number
- Email
- Password (encrypted)

Shipment & Logistics Information: This information is essential for arranging pickups, customs processing, delivery coordination, and ensuring compliance with export laws. To process shipments and export documents, we collect:

- Pickup addresses
- Delivery addresses
- Recipient information
- Package descriptions
- Customs declarations
- Attached export documents
- Invoice or product value

Payment Information: Payment data helps us verify your orders and issue receipts. When you pay for services, we collect:

- Payment confirmation
- Transaction reference numbers

- Mobile money or bank payment logs
(We **DO NOT** store card numbers or PINs.)

Customer Communication: Any information you submit through below channels is stored to help us resolve issues, improve customer service, and maintain service quality.

- Support messages
- WhatsApp chats
- Calls
- Feedback forms
- Emails

b. Automatically Collected Information

When you use our website or system, we automatically collect system-related data such as:

Device and System Data helps us optimize our platform to work effectively across different devices.

- Device model
- Browser type
- IP address
- Operating system

Usage Data use this to understand user behaviour and improve system performance and user experience.

- Pages you visit
- Buttons you click
- Time spent on each page
- Features used

Location Information: We may collect an approximate or precise location when you allow your device to share it. This helps with:

- Pickup coordination
- Fraud prevention
- Delivery accuracy

Cookies & Tracking Technologies: You can turn cookies off in your browser, but some features might not work properly. We use cookies to:

- Remember your login
- Personalize your experience

- Track website performance
- Improve security
- Analyze trends

c. Third-Party Integrations

If you log in or interact using platforms like Google, we may receive: We only access this with your consent, and only for login or verification purposes.

- Your name
- Verified email address
- Public profile information

2. How We Use Your Data

We explain not just *what* we use your data for, but *why* and *how*:

a. To Provide Export & Logistics Services:

Your data enables us to: All export services require accurate address and shipment information, so we must collect and store it securely.

- Arrange pickups and deliveries
- Prepare customs documentation
- Create airway bills
- Contact you or your recipients
- Track your shipment
- Provide proof of delivery

b. To Communicate With You:

We use your contact information to: You can opt out of marketing messages, but not operational service messages.

- Send shipping updates
- Notify you about customs changes
- Confirm payments
- Respond to your support requests
- Send important service changes
- Communicate delivery issues or delays

c. To Process Payments

We store transaction records to:

- Verify successful payments
- Provide receipts
- Resolve billing disputes
- Support audits and financial reporting

d. To Improve Our Systems

Analytics from device and usage data help us:

- Diagnose system errors
- Improve performance
- Enhance user experience
- Add new features
- Strengthen security

e. To Maintain Security & Prevent Fraud

We analyze login patterns and location data, helps protect your account and our service to detect;

- Unauthorized access
- Suspicious activity
- Potential fraud

f. To Comply With Legal Requirements

Export and customs processes require keeping certain records.

We may need your data for:

- Customs verification
- Legal audits
- Regulatory compliance
- Tax purposes

3. Sharing of Information

We never sell your data, We only share it when necessary:

Logistics Partners

We share only essential data (name, address, shipment details) with Couriers, Freight forwarders, Customs agents, Delivery partners

This is required for completing the shipment process.

Service Providers

Trusted partners may process certain functions on our behalf, such as SMS services, Cloud hosting, Payment verification, Analytics. These partners are bound by confidentiality agreements.

Legal Authorities

We may disclose information if mandated by Law enforcement, Customs authorities, Government regulators, court orders. Only the minimum legally required information will be shared.

4. Your Rights

You have full control over your personal information. Your rights include:

- i. Right to Access: You can request a record of all the personal data we store about you.
- ii. Right to Correction. If any data is inaccurate, you can request correction.
- iii. Right to Deletion: You may ask us to delete your data- except where we are legally required to retain it (e.g., for customs or tax purposes).
- iv. Right to Restrict Processing: You can request that we only use your data for essential operational purposes.
- v. Right to Data Portability: We can provide your data in a downloadable, machine-readable format.
- vi. Right to Object: You may object to certain types of processing such as marketing communications.

5. How We Protect Your Data

We apply strict security protocols:

- i. Encryption: Your data is encrypted both in transit and at rest to prevent unauthorized access.
- ii. Controlled Access: Only a limited number of authorized staff can access sensitive data.
- iii. Regular Security Audits: We constantly review our systems for vulnerabilities.
- iv. Secure Data Storage: All data is stored on secure servers with updated security patches.
- v. User Awareness: We encourage safe practices such as using strong passwords & logging out from shared devices

6. Data Retention

When no longer needed, your data is securely deleted. We retain your data:

- As long as you have an active account
- As long as needed to complete export services
- As required by customs, tax, and legal regulations

7. Children's Privacy

Our services are intended only for adults and businesses, not for children. Because of the nature of our operations—handling shipments, payments, legal documentation, and export logistics—we require users to be at least **18 years old**. This ensures that all users can legally enter into service agreements and provide accurate information for customs and export processes.

We **DO NOT** knowingly collect, store, or process information from anyone under the age of 18. If a minor accidentally provides information on our platform, or if we become aware that data belonging to a child has been submitted, we will immediately:

- Delete the information from our systems
- Close any associated accounts
- Notify the person or guardian, if possible

This commitment protects minors from unauthorized data collection and ensures that our platform remains compliant with data protection laws that safeguard children's personal information.

8. International Users

If you access our platform outside Kenya, your data may be processed in countries with different data protection laws.

We apply reasonable safeguards to ensure protection across borders.

9. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our services, legal requirements, or internal processes. Because our business evolves—adding new features, improving security, or adjusting to new regulations—we may need to modify how we collect, use, or protect your

information. Whenever we make significant updates, we will inform you directly. This notification may be sent through Email, Platform notifications or Website announcements. The purpose of these updates is to keep you fully aware of how your information is handled and to give you a chance to review any new terms.

By continuing to use our services after such updates, you indicate that you have read and agreed to the revised Privacy Policy.

10. Contact Us

For questions, rights requests, or privacy concerns:

Salam Exporters

Email: info@salamexporters.com

Phone: 254 706 321 909

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