

Tiyeni Website Privacy Policy

1. About our Terms

1.1 This Website Privacy Policy explains what information we collect from you when you use our Site, how we keep and use that information, and how to safeguard your privacy.

1.2 References in this Website Privacy Policy to the Site mean www.tiyenitech.co.zm and all associated web pages including USSD and app platforms.

1.3 You should read this Privacy Policy carefully before using the Site.

1.4 By accessing or using the Site or otherwise indicating your consent, you agree to be bound by these terms and the documents referred to in them.

1.5 If you do not agree with or accept any of the terms of this Privacy Policy, you should stop using the Site immediately.

1.6 If you have any questions about the Site, please contact us by:

- e-mail info@tiyenitech.co.zm. Email will be responded to Monday to Friday: 9:00 a.m. to 5:00 p.m. Please email us again if you do not receive a reply after one week. You can also reach us on the telephone number below, or
- telephone +260 097 743 5930. Phone calls will be answered Monday to Friday: 9:00 a.m. to 5:00 p.m.

1.7 Your use of the Site means that you must also comply with our Acceptable Use Policy and our website terms of use, and all other terms applicable.

1.8 Throughout our website, we may link to other websites owned and operated by certain trusted third parties. These other third-party websites may also gather information about you in accordance with their own separate privacy policies. For privacy information relating to these other third-party websites, please consult their privacy policies as appropriate.

2. Our Collection and Use of Your Personal Information

2.1 We collect personal information about you when you access our website, register with us, contact us, send us feedback, purchase products or services via our website, post material to our website, and compete in customer surveys or participate in competitions via our website, SMS campaigns, phone calls, or interview surveys done by any of our staff, agents, or consultants.

2.2 We collect this personal information from you either directly, such as when you register with us, contact us or purchase products or services via our website, or indirectly, such as your browsing activity while on our website (see 'Cookies' below).

2.3 The personal information we collect about you depends on the particular activities carried out through our website. Such information includes:

- your name, address, and contact details
- date of birth
- bank account and payment details
- details of any feedback you give us by phone, email, post, or via social media
- information about the services we provide to you
- your account details, such as username, login details
- your mobile telephone number and email address
- your identity card or passport number

2.4 We use this personal information to:

- verify your identity
- provide goods and services to you
- customize our website and its content to your particular preferences
- notify you of any changes to our website or to our services that may affect you
- improve our services

2.5 This website is not intended for use by children under the age of 18, and we do not knowingly collect or use personal information relating to children.

3. Our Legal Basis for Processing Your Personal Information

3.1 When we use your personal information, we are required to have a legal basis for doing so. There are various different legal bases upon which we may rely, depending on what personal information we process and why.

3.2 The legal bases we may rely on include:

- consent: where you have given us clear consent for us to process your personal information for a specific purpose
- contract: where our use of your personal information is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract
- legal obligation: where our use of your personal information is necessary for us to comply with the law (not including contractual obligations)
- legitimate interests: where our use of your personal information is necessary for our legitimate interests or the legitimate interests of a third party (unless there is a good reason to protect your personal...)

4. Further Information—The Personal Information We Collect, When and How We Use It

4.1 For further details on when we collect personal information, what we collect, and how we use it, please read the following sections:

- **When You Access Any of Our Platforms:**
 - **Phone Number:** We ask for this to send you drip SMS asking if you experienced any technical difficulty in using our services.
- **When You Visit Any of Our Social Media Channels:**
 - **Personal Details from Cookies and Information Available on Your Social Media Pages:** We ask for this to send you follow-up messages to assist you in using our platforms and to improve the quality of our services.
- **When Either Our Staff, Agents, or Consultants Contact You on Phone, in Person, or Through SMS to Discuss Our Services:**
 - **Other Details:** Might depend on the nature of the discussion or survey and may include, but are not limited to, the following information: Name, Phone Number, ID/Passport Number, Nationality. We ask for this to improve the way we market to you and to communicate effectively.
- **When You Book a Ticket with Us:**
 - **Contact Details:** Name, Phone Number, ID/Passard Number, Personal Information, Nationality. We ask for this to book a ticket for you, to communicate with you about your ticket, and to contact in case of changes affecting your intended travel.

5. Who We Share Your Personal Information With

5.1 We routinely share personal information and contact details with the transportation company you have chosen to travel.

5.2 This data sharing enables us to book your travel ticket with the transportation company.

5.3 We will share personal information with law enforcement or other authorities if required by applicable law or upon receiving a court order.

5.4 We will not share your personal information with any other third party.

6. Whether Information Has to be Provided by You, and If So Why

We require you to provide personal information, such as name, address, and phone number, to enable us to provide you with the ticket booking service. We will inform you at the point of collecting information from you, whether you are required to provide the information to us.

7. Cookies and Similar Technologies

7.1 A cookie is a small text file that is placed onto your device (e.g., computer, smartphone, or other electronic devices) when you use our website. We use cookies and other similar tracking

technologies such as on our website and USSD platforms. These help us recognize you and your device and store some information about your preferences or past actions.

7.2 For further information on our use of cookies, please see www.tiyenitech.co.zm.

8. Marketing

8.1 We would like to send you information about our products and services, competitions, and special offers, which may be of interest to you. Where we have your consent or it is in our legitimate interests to do so, we may do this by post, email, telephone, text message (SMS), or automated call.

8.2 You may ask us to stop sending marketing information at any time by:

- contacting us at info@tiyenitech.co.zm
- using the 'unsubscribe' link in emails or 'STOP' number in text messages/SMSes.

8.3 It may take up to 14 working days for this to take place. Please contact us on email (info@tiyenitech.co.zm) or phone (+260 97 743 5930) if we have not implemented your request to unsubscribe after fourteen (14) working days from the day you submitted your request to us. We will answer your emails and phone calls between Monday to Friday: 9:00 a.m. to 5:00 p.m.

9. Your Rights

Under the Privacy and Data Protection Policy of Zambia, you have a number of important rights free of charge. These include rights to:

- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances

If you would like to exercise any of those rights, please:

- email, call, or write to us
- let us have enough information to identify you

- let us have proof of your identity and address (a copy of your driving license or passport and a recent utility or credit card bill)
- let us know the information to which your request relates.

10. Keeping Your Personal Information Secure

10.1 We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorized way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorized manner and are subject to a duty of confidentiality.

10.2 We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

10.3 We are fully committed to ensuring the security and confidentiality of the personal information you entrust to us. We take comprehensive measures to protect your data from loss, misuse, unauthorized access, disclosure, alteration, or destruction. These measures include, but are not limited to:

- **Advanced Encryption:** Utilizing state-of-the-art encryption technologies during data transmission and while storing data on our servers.
- **Strict Access Controls:** Limiting access to personal information to authorized employees only, who are required to adhere to our strict confidentiality protocols.
- **Regular Audits and Monitoring:** Conducting regular audits and continuous monitoring of our data processing practices and security protocols to ensure compliance with our high standards of data security.

10.4 To further ensure the protection of your personal information and to reassure you of our commitment to data security, we provide the following incentives:

- **Transparency Reports:** Regularly publishing transparency reports detailing our data handling practices, security breach prevention strategies, and any incidents, should they occur.
- **Security Guarantees:** Offering a security guarantee that compensates you in the unlikely event that your personal data is compromised due to a failure in our protective measures.
- **Regular Updates:** Keeping you informed about enhancements to our security measures and offering guidance on how you can further protect your personal information.

10.5 We guarantee that your personal data will not be shared with any unauthorized third parties. We will only share your data with entities that have been rigorously vetted and that adhere to the highest standards of data protection, as per our contractual agreements and in compliance with applicable laws. Any sharing of data is conducted strictly on a need-to-know basis and is bounded by strict confidentiality and security measures.

10.6 We are committed to continuously improving our data protection practices. We engage with data security experts, our users, and other stakeholders to refine our security measures and ensure that we are at the forefront of protecting personal information.

10.7 By using our services, you are assured that we are fully dedicated to maintaining the security and integrity of your personal data and protecting it from unauthorized access or disclosure

11. How to Complain

We hope that we can resolve any query or concern you raise about our use of your information. In case you experience any problem using our Site, please send an email to info@tiyenitech.co.zm, or call +260 97 743 5930.

12. Changes to This Website Privacy Policy

12.1 This website privacy policy was published on 1st June 2024..

12.2 We may change this website privacy policy from time to time; when we do, we will inform you by posting the new policy on our website and provide a date for when the policy will start to apply to your use of the Site.

13. How to Contact Us

Please contact us if you have any questions about this privacy notice or the information we hold about you. If you wish to contact us, please send an email to info@tiyenitech.co.zm, or call +260 97 743 5930.