

# Privacy Policy

Protecting your private information is our priority. This Statement of Privacy applies to **Linc Marvel Limited website**.

(<https://lincmarvel.com/>) (or the “website” or “app”), it also applies to other sites or applications operated by Linc Marvel Limited (the “Company”, “Linc Marvel”, “we” or “us”) that do not have a specific privacy policy for themselves. It governs data collection and usage. For the purposes of this Privacy Policy, unless otherwise noted, all references to Linc Marvel Limited include Linc Marvel and its products. The Linc Marvel products are digital and offered as Software as a Service and other products. By using Linc Marvel products & Services, you consent to the data practices described in this statement.

## The information we collect

Linc Marvel Limited is a Controller of the personal data you (data subject) provide us. We collect the following types of personal data from you:

- **Personal information** may include but not be limited to: name, e-mail address, phone, address, location, KYC,

### *Additional information:*

- If you purchase Linc Marvel’s products and services, we’ll require billing and credit card information. This information is used to complete the purchase transaction. Billing and credit card information are not stored by Linc Marvel’ products and services, and will be safely stored by certified payment partners like Safaricom, Airtel, Stripe, and PayPal or by Mobile Payment Gateways like MPESA & Airtel Money and Application Platforms such as Apple Inc. or Google Inc. in the case of In-App payments.
- Information about your computer hardware and software may be automatically collected by Linc Marvel. This information can include: your IP address, browser type, domain names, access times and referring website addresses. This information is used for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the product.
- Cookies: We employ cookies and similar technologies to keep track of your local computer’s settings such as which account you have logged into and notification settings. Cookies are pieces of data that sites and services can set on your browser or device that can be read on future visits. We may expand our use of cookies to save additional data as new features are added to the Service. In addition, we use technologies such as web beacons and single-pixel gifs to record log data such as open rates for emails sent by the system.
- We may use third party web analytic tools such as Google Analytics on our website that employ cookies to collect certain information concerning your use of our Services. However, you can disable cookies by changing your browser settings. Further information about the procedure to follow in order to disable cookies can be found on your Internet browser provider's website via your help screen.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through any Linc Marvels’ products public message boards, this information may be collected and used by others.

## Where the information is processed

The Company is based in Kenya. No matter where you are located, you consent to the processing and transferring of your information in and to Kenya and other countries based on our cloud providers data centers.

No third-party providers have access to your data, unless specifically required by law.

### **Why we need your information**

We need your personal data in order to provide you with the Service you are requesting:

- Contacting you back to fulfill any inquiry
- Sending you updates about our portfolio or services
- Giving you service notifications from any of the products

### **Our use of your personal information**

We use the information you provide in a manner that is consistent with this Privacy Policy. If you provide information for a certain reason, we may use the information in connection with the reason for which it was provided. For instance, if you contact us by email, we will use the information you provide to answer your question or resolve your problem. Also, if you provide information in order to obtain access to the Services, we will use your information to provide you with access to such services and to monitor your use of such services. The Company and its subsidiaries and affiliates (the "Related Companies") may also use your information collected through the Services to help us improve the content and functionality of the Services, to better understand our users and to improve the Services. The Company and its affiliates may use this information to contact you in the future to tell you about services we believe will be of interest to you. If we do so, each marketing communication we send you will contain instructions permitting you to "opt-out" of receiving future marketing communications. In addition, if at any time you wish not to receive any future marketing communications or you wish to have your name deleted from our mailing lists, please contact us as indicated below.

### **Data retention**

We generally retain personal data for so long as it may be relevant to the purposes identified herein. To dispose of personal data, we may anonymize it, delete it or take other appropriate steps. Data may persist in copies made for backup and business continuity purposes for additional time.

Any personal data held by us for marketing and service update notifications will be kept by us until such time that you notify us that you no longer wish to receive this information. Please see ask us for our Data Retention Policy for more information on our personal data retention schedule.

### **Your data rights**

Should you believe that any personal data we hold on you is incorrect or incomplete, you have the ability to request to see this information, rectify it or have it deleted. Please contact us through [privacy@lincmarvel.com](mailto:privacy@lincmarvel.com) and ask for our Data Subject Access Request Form.

In the event that you wish to complain about how we have handled your personal data, please contact our Privacy Team at [privacy@lincmarvel.com](mailto:privacy@lincmarvel.com). Our Data Officer will then look into your complaint and work with you to resolve the matter.

### **Use of Cookies**

The Linc Marvel website may use "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your

computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalize Linc Marvel pages, or register with Linc Marvel site or services, a cookie helps Linc Marvel to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same Linc Marvel website, the information you previously provided can be retrieved, so you can easily use the Linc Marvel features that you customized.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Linc Marvel services or websites you visit.

### **Security of your Personal Information**

Linc Marvel secures your personal information from unauthorized access, use, or disclosure. Linc Marvel uses the following methods for this purpose:

- SSL for data transfer

When personal information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Sockets Layer (SSL) protocol.

### **Children Under Thirteen**

Linc Marvel does not knowingly collect personally identifiable information from children under the age of fifteen (15). If you are under the age of fifteen, you must ask your parent or guardian for permission to use this website.

### **Opt-Out & Unsubscribe**

We respect your privacy and give you an opportunity to opt-out of receiving announcements of certain information. Users may opt-out of receiving any or all communications from Linc Marvel by contacting us here: - Webpage:

<https://lincmarvel.com>

- Email: [privacy@lincmarvel.com](mailto:privacy@lincmarvel.com)

### **Changes to this Statement**

Linc Marvel will occasionally update this Statement of Privacy to reflect company and customer feedback. Linc Marvel encourages you to periodically review this Statement to be informed of how Linc Marvel is protecting your information.

### **Contact Information**

Linc Marvel welcomes your questions or comments regarding this Statement of Privacy. If you believe that Linc Marvel has not adhered to this Statement, please contact Linc Marvel at:

Linc Marvel Limited  
AmBank House, 17<sup>th</sup> Floor, Left Wing  
Nairobi, Kenya.

Email Address:  
[legal@lincmarvel.com](mailto:legal@lincmarvel.com)

Effective as of October, 1<sup>st</sup>, 2018· Last modification: July, 11<sup>th</sup> 2023.