KKRAFT

Privacy Policy Statement

1. Introduction

At KKRAFT, we value your privacy and are committed to protecting the personal information you share with us.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website, submit an enquiry or contact us regarding our products and services.

KKRAFT handles personal information in accordance with applicable data protection laws in Kenya, including the Data Protection Act, 2019.

2. Information We Collect

When you interact with our website or submit an enquiry, we may collect the following information:

Full Name: To identify and address you when responding to your enquiry.

Email Address: To communicate with you and provide requested information.

Phone Number: To contact you regarding your enquiry, quotation or requested services.

Enquiry Details: Information you voluntarily provide about your project, requirements or the services you are interested in.

We only request information that is relevant to responding to your enquiry and providing our services.

3. How We Use Your Information

The information collected through our website may be used to:

Respond to enquiries and requests for information.

Prepare quotations and discuss project requirements.

Communicate with prospective and existing clients.

Provide information about our products and services where relevant.

Follow up on submitted enquiries.

Improve our customer communication and service delivery.

Meet applicable legal and regulatory obligations.

Meet applicable legal and regulatory obligations.

We do not sell your personal information to third parties.

4. How We Store and Protect Your Information

We take reasonable technical and organisational measures to protect the personal information submitted through our website against unauthorised access, disclosure, alteration, loss or misuse.

Access to enquiry information is limited to authorised personnel who require it for legitimate business purposes.

While we take reasonable steps to safeguard your information, no method of electronic transmission or storage can be guaranteed to be completely secure.

5. Sharing of Personal Information

KKRAFT does not sell, rent or trade personal information.

We may share relevant information with trusted service providers who assist in operating our website, hosting our systems or managing communications, where necessary for legitimate business purposes.

Such parties are expected to handle personal information securely and in accordance with applicable data protection requirements.

We may also disclose information where required by law or by a lawful request from an authorised regulatory authority.

6. Data Retention

We retain personal information only for as long as reasonably necessary to fulfil the purpose for which it was collected, including responding to enquiries, managing business relationships and meeting applicable legal obligations.

When the information is no longer required, we take reasonable steps to securely delete or anonymise it.

7. Your Data Protection Rights

Under Kenya's Data Protection Act, 2019, you have rights regarding your personal information, including the right to:

Be informed about how your personal information is being used.

Request access to personal information held about you.

Request correction of inaccurate or incomplete information.

Object to the processing of your personal information.

Request deletion of personal information, subject to applicable legal requirements.

Withdraw consent where processing is based on your consent.

To exercise any of these rights, please contact us using the details provided below.

8. Cookies and Website Functionality

Our website may use essential technologies necessary for its proper operation and functionality.

Where applicable, third-party website services or embedded features may use their own technologies or collect technical information. Their use of information is subject to their respective privacy policies.

9. External Links

Our website may contain links to external websites or third-party platforms. KKRAFT is not responsible for the privacy practices, content or security of external websites.

We encourage visitors to review the privacy policies of any external websites they access.

10. Changes to This Privacy Policy

KKRAFT reserves the right to update this Privacy Policy from time to time to reflect changes in our website, business practices or applicable legal requirements.

Any updates will be published on this page, together with the revised update date.

11. Contact Us

If you have questions about this Privacy Policy, wish to access your personal information or want to exercise your data protection rights, please contact us:

KKRAFT

We will make reasonable efforts to respond to privacy-related requests in accordance with applicable data protection requirements.