

AutoWash Privacy Policy

1. Introduction

This Privacy Policy describes how AutoWash collects, uses, and protects your personal data, in accordance with the Data Protection Act, 2019 of Kenya. By using the AutoWash website or platform, you agree to the practices described herein.

2. What Data We Collect

AutoWash may collect the following categories of personal data:

- Identity Data: Name, phone number, email address, national ID (if required for verification)
- Vehicle Data: Registration details, service history, vehicle type and specifications
- Contact Data: County, address, emergency contacts
- Technical Data: IP address, browser type and version, device identifiers
- Transaction Data: Payment history, billing data, receipts
- Usage Data: Interactions with AutoWash services, including appointment bookings and feedback

3. Purpose of Collecting Data

We collect personal data to:

- Provide car service booking, scheduling, and vehicle tracking features
- Improve customer support and communications
- Process and manage payments
- Send service reminders, offers, and notifications
- Ensure platform security and operational functionality
- Comply with legal obligations (e.g., KRA or NCA compliance if applicable)

4. Legal Basis for Processing

The legal grounds for processing your data include:

- Your consent
- Performance of a service agreement

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- Compliance with legal obligations
- Our legitimate business interests, unless overridden by your rights

5. Cookies and Tracking Technologies

We use cookies and similar technologies to improve user experience and track platform usage. You can control cookies via your browser settings.

6. Data Sharing and Third Parties

We do not sell your personal data.

We may share data with:

- Payment service providers (e.g., M-Pesa, Flutterwave)
- SMS/email delivery platforms
- Data hosting providers
- Government agencies upon lawful request

7. Security and Data Integrity

AutoWash implements strict measures to protect your personal data including:

- HTTPS encryption
- Two-factor authentication (where available)
- Regular security audits
- Role-based data access

8. Your Rights Under Kenyan Law

As a data subject, you have the right to:

- Access your data
- Rectify or update incorrect data
- Erase your data ('right to be forgotten')

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- Object to data processing
- Withdraw consent at any time
- Lodge complaints with the Office of the Data Protection Commissioner (ODPC)

9. Retention of Personal Data

We retain your personal data only as long as necessary to:

- Fulfill the purposes for which it was collected
- Comply with legal or regulatory requirements
- Support internal analytics and fraud prevention

10. Children's Privacy

AutoWash is not designed for individuals under the age of 18. We do not knowingly collect data from children.

11. International Transfers

If any personal data is transferred outside Kenya (e.g., for hosting purposes), we ensure such transfers comply with Kenyan data protection laws and are protected under appropriate safeguards.

12. Updates to This Policy

We may update this policy from time to time. The most recent version will always be available on our website with an effective date.

13. Contact Information

If you have any questions or requests about your personal data, please contact:

AutoWash Kenya

Mayfair Maisonettes, Westlands, Nairobi

Email: hello@autowash.co.ke

Phone: +254 726 396 636

Website: www.autowash.co.ke

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14. Consent Statement

By accessing and using AutoWash services, you consent to the collection and use of your data as described in this policy.

15. International Compliance

AutoWash serves users across multiple jurisdictions, including Kenya, the United States, the European Union, and other global regions. We are committed to complying with applicable data protection laws in each region.

16. Additional Rights for EU Residents (GDPR)

If you are located in the European Economic Area (EEA), you have the following rights under the General Data Protection Regulation (GDPR):

- The right to access the personal data we hold about you
- The right to correct inaccurate or incomplete data
- The right to withdraw consent at any time
- The right to erasure (the 'right to be forgotten')
- The right to restrict or object to processing
- The right to data portability

To exercise these rights, please contact us at hello@autowash.co.ke.

17. Additional Rights for U.S. Residents (CCPA/CPRA)

If you are a resident of California, USA, you have rights under the California Consumer Privacy Act (CCPA) and the California Privacy Rights Act (CPRA), including:

- The right to know what personal data we collect
- The right to request deletion of personal information
- The right to opt out of the sale of personal data (AutoWash does not sell user data)
- The right to non-discrimination for exercising your privacy rights

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Requests can be made by contacting us via email.

18. Other Regional Considerations

- **Africa (Outside Kenya)**: We strive to comply with local data protection legislation such as POPIA (South Africa), NDPR (Nigeria), and similar frameworks.
- **United Kingdom**: We align with UK GDPR which mirrors EU GDPR with local adaptations.
- **Other Countries**: For countries without specific privacy regulations, we apply a high standard of protection consistent with global norms and offer opt-in and opt-out mechanisms.

19. Data Transfers Across Borders

Personal data collected through AutoWash may be transferred to and processed in countries outside your jurisdiction. We use appropriate legal mechanisms such as Standard Contractual Clauses (SCCs) and third-party agreements to safeguard these transfers.

20. Third-Party Services and Integrations

AutoWash integrates with third-party providers (e.g., payment gateways, cloud hosting, analytics tools). Each provider is contractually obligated to protect your data and comply with relevant laws. We recommend reviewing their respective privacy policies.

21. Contact for Global Data Requests

For any data protection or privacy inquiries from users in the EU, USA, or other regions, you may reach out to our data compliance team:

Email: privacy@autowash.co.ke

Attn: Data Compliance Officer

Subject: Global Data Protection Inquiry