# PRIVACY POLICY FOR IBITARAMO

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PRIVACY POLICY FOR IBITARAMO

This Privacy Policy explains how Ibitaramo ("ITEC Ltd" or "We") collect, use and disclose the information collected from users (“You”). This privacy policy has been compiled to better serve those who are concerned with how their **“Personally identifiable information” (PII)**is being used online.

PII is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. IBITARAMO (ITEC Ltd) recognizes the importance of the protection of your personal data. This Privacy Policy explains our practices regarding the collection, use or disclosure of the personal data including how long we hold it, who we disclose it to, your rights in accordance with the Personal Data Protection and how you can contact us.

## What personal information do we collect from the people that visit our blog, website or application?

When ordering or registering on our site, these are types of Personal Data are collected.

**Personal details** e.g., Name, Surname, Hidden name (if any), etc.
**Contact details** e.g., Mailing address, E-mail address, Phone number, etc.
**Account details** e.g., Username, Password, Transaction History, etc.
**Transaction and Financial information** e.g., Purchase History, Credit Card Details, Bank Accounts, etc.
**Location information and information about your device** e.g., IP Address, Cookie ID, Activity Log, etc.
**Sensitive personal data** e.g., Religion, Biometric information, (e.g., face recognition, fingerprint, voice recognition and retina recognition), etc.
We may collect, use or disclose your sensitive personal data when we have obtained explicit consent from you or where necessary for us as permissible under law.

## Children

If you are under the age of 18 or having legal restrictions, we may collect use or disclose your personal data. We require your parents or guardian to be aware and provide consent to us unless allowed by applicable laws. If we become aware that we have collected personal data from children without verification of parental consent, we will take steps to remove that information from our servers.

## When do we collect information?

We collect information from you when you place an order or enter information on our site.

## How do we use your information?

We may use the information we collect from you when you register, make a purchase, sign up for our newsletter, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

1. To provide you with access to the Services, including to register you as a user of the Services and to enable to you to set up an account and to sell tickets via the Services.
2. To process payments of products or services.
3. To improve products, services, or user experiences.
4. To personalize user's experience and to allow us to deliver the type of content and product offerings in which you are most interested.
5. To conduct marketing activities and promotions, we may contact you in the future for our marketing and advertising purposes, including without limitation, to inform you about services we believe might be of interest to you.
6. To comply with our Terms and Conditions.
7. To comply with laws, rules, and regulatory authorities.

## Data Retention

We will retain your personal data for as long as necessary during the period you are a customer or under relationship with us, or for as long as necessary in connection with the purposes set out in this Privacy Policy, unless law requires or permits a longer retention period. We will erase, destroy or anonymize your personal data when it is no longer necessary or when the period lapses.

## Your Rights

You can exercise your rights under the PDPA upon the effectiveness of the provisions in relation to rights of data subjects, details are as follows:

1. Withdrawal of consent: If you have given consent to us to collect, use or disclose your personal data whether before or after the effective date of the PDPA, you have the right to withdraw such consent at any time throughout the period your personal data available to us, unless it is restricted by laws or you are still under beneficial contract.

2. Data access: You have the right to access your personal data that is under our responsibility; to request us to make a copy of such data for you; and to request us to reveal as to how we obtain your personal data.

3. Data portability: You have the right to obtain your personal data if we organize such personal data in automatic machine-readable or usable format and can be processed or disclosed by automatic means; to request us to send or transfer the personal data in such format directly to other data controllers if doable by automatic means; and to request to obtain the personal data in such format sent or transferred by us directly to other data controller unless not technically feasible.

4. Objection: You have the right to object to collection, use or disclosure of your personal data at any

time if such doing is conducted for legitimate interests of us, corporation or individual which is within your reasonable expectation; or for carrying out public tasks.

5. Data erasure or destruction: You have the right to request us to erase, destroy or anonymize your personal data if you believe that the collection, use or disclosure of your personal data is against relevant laws; or retention of the data by us is no longer necessary in connection with related purposes under this Privacy Policy; or when you request to withdraw your consent or to object to the processing as earlier described.
Regarding how users can exercise their data erasure rights, users can contact us via email or other channels and we will delete their data accordingly. This is also stated in the policy: "If you have any questions about this Privacy Policy or would like to exercise your rights, you cancontact us by email to: info@itec.rw or contact our head office located at Itec Ltd., KN 1 Rd 4, MUHIMA-Near Post Office P.O. Box 4179 KIGALI RWANDA"

6. Suspension: You have the right to request us to suspend processing your personal data during the period where we examine your rectification or objection request; or when it is no longer necessary, and we must erase or destroy your personal data pursuant to relevant laws, but you instead request us to suspend the processing.

7. Rectification: You have the right to rectify your personal data to be updated, complete and not misleading.

8. Complaint lodging: You have the right to complain to competent authorities pursuant to relevant laws if you believe that the collection, use or disclosure of your personal data is violating or not in compliance with relevant laws.

## How do we protect visitor information?

We endeavour to protect your personal data by establishing security measures in accordance with the principles of confidentiality, integrity, and availability to prevent loss, unauthorized or unlawful access, destruction, use, alteration, or disclosure including administrative safeguard, technical safeguard, physical safeguard and access controls.

Your personal information will be contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology. We do not use vulnerability scanning and/or scanning to PCI standards. We do not use Malware Scanning. We implement a variety of security measures when a user places an order to maintain the safety of your personal information. All transactions are processed through a gateway provider and are not stored or processed on our servers.

## Storage of Data

We will keep your personal information electronical. We store your personal information on our company's server in Rwanda

## Do we use 'cookies'?

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. For instance, we use cookies to help us remember and process the items in your shopping cart. They are also used to help us understand your preferences based on previous or current site activity, which enables us to provide you with improved services.

We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future. If you disable cookies off, some features will be disabled. It will turn off some of the features that make your site experience more efficient and some of our services will not function properly. However, you can still place orders. If you would like to learn more about the use of cookies and setting such cookies, you can go to the official website of your browser. You can find details on how to reject or delete cookies as well as general additional information about cookies that can be found at www.allaboutcookies.org

## Third Party Disclosure

We may disclose your personal data to the following parties in certain circumstances:

### 1. Organization

We may disclose your personal data within our organization to provide and develop our products or services. We may combine information internally across the different products or services covered by this Privacy Policy to help us be more relevant and useful to you and others.

### 2. Service Providers

We may use service providers to help us provide our services such as payments, marketing and development of products or services. When we engage another company to perform such functions, we may provide them with information, including Personal Data, in connection with their performance of such functions. Please note that service providers have their own privacy policy.

### 3. Business Partners

In relation with our business partners, we may disclose certain personal data to them in order to coordinate and provide our products or services to you and provide necessary information about the availability of our products or services. Our business partners use the personal data we give them as

described in their privacy policies, which may include sending you marketing communications. You should read those polices to learn how they treat your information.

### 4. Business Transfer

In connection with any reorganization, restructuring, merger or acquisition, or other transfer of assets, we will transfer information, including certain of your personal data, provided that the receiving party agrees to respect your personal data in a manner that is consistent with this Privacy Policy and the Personal Data Protection Laws.

### Third Party Links

We do not include or offer third party products or services on our website.

### Advertising and Marketing

To enable you to receive benefits from using our products or services, we use your personal data to analyse, personalize and enhance our products or services, and marketing efforts through Google. We use such information to provide you with customized and personalized recommendations for products or services we think will be of interest to you. We do not use automated decision-making without human intervention, including profiling, in a way that produces legal effects concerning you or otherwise significantly affects you. We may send certain information or newsletter for the purpose of utilizing your preference via your email. If you no longer want to receive the communications from us, you can click the “unsubscribe” link in the email or contact us through our email.

### Google

Google's advertising requirements can be summed up by Google's Advertising Principles. They are put in place to provide a positive experience for
users. https://support.google.com/adwordspolicy/answer/1316548?hl=en
We use Google AdSense Advertising on our website. Google, as a third party vendor, uses cookies to serve ads on our site. Google's use of the DART cookie enables it to serve ads to our users based on their visit to our site and other sites on the Internet. Users may opt out of the use of the DART cookie by visiting the Google ad and content network privacy policy.

### Data Breach Notification

We will notify the Office of the Personal Data Protection Committee without delay and, where feasible, within 72 hours after having become aware of it, unless such personal data breach is unlikely to result in a risk to the rights and freedoms of you. If the personal data breach is likely to result in a high risk to the rights and freedoms of you, we will also notify the personal data breach and the remedial measures to you without delay through our website, SMS, email address, telephone or registered mail (if applicable).

## Links to Other Sites

The purpose of this Privacy Policy is to offer products or services and use of our website. Any websites from other domains found on our site is subject to their privacy policy which is not related to us.

## PHOTO AND VIDEO CONSENT POLICY

### 1. Consent to Be Photographed and Recorded

By entering the event premises, you consent to photography, audio recording, video recording, and their release, publication, exhibition, or reproduction for promotional purposes, including but not limited to:

- Event marketing (future events, social media, website)
- Press and media coverage
- Reports, brochures, or internal documentation

This applies to all media formats and distribution channels, including social media, print, and digital platforms.

### 2. Usage Rights

You grant ITEC Ltd and its representatives the right to use, reproduce, and publish images and recordings that may contain your likeness, voice, or appearance, without payment or further approval.

### 3. Waiver

You waive any right to inspect or approve the finished product wherein your likeness appears. You also waive any right to royalties or other compensation arising from or related to the use of the media.

### 4. Opt-Out Option

If you do not wish to be photographed or recorded:

- Please inform event staff upon arrival.
- Use a designated “no photo” badge or lanyard if available.
- Avoid areas marked for photography or video recording.

We will make reasonable efforts to honor your request.

## Contact Information

If you have any questions about this Privacy Policy or would like to exercise your rights, you can contact us by email to: info@itec.rw or contact our head office located at KN 1 Rd 4, MUHIMA-Near Post Office P.O. Box 4179 KIGALI RWANDA

## Changes to this Privacy Policy

We may change or update this Privacy Policy from time to time and we will inform the updated Privacy policy at our website itec.rw

## SIGNED BY ITEC LTD

Name: TWAGIRAMUNGU Serge

Title: Managing Director

**Effective Date:** April 30,2025
**Review Date:** April 30,2025