



KasiFlow

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PRIVACY POLICY

Field Service Consultancy & Technology Partner

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1. Who We Are

KasiFlow ("KasiFlow", "we", "us", or "our") is a field service consultancy and technology partner headquartered in Nairobi, Kenya. We are the authorised Synchroteam partner for East Africa. Our sole commercial offering is a free Workflow Audit — a 20-minute professional assessment of a company's existing field service operations, after which we provide a tailored digitalisation roadmap and return on investment (ROI) report, at no cost to the prospective client.

We operate exclusively through our website at www.kasiflow.co.ke. We do not operate a customer login portal, a mobile application, or any online transaction facility. We do not process payments, store financial data, or operate as a financial services business.

This Privacy Policy explains, in plain language, what personal information we collect when a person submits the Audit request form on our website, why we collect it, how we use it, who we may share it with, how long we keep it, and what rights you have over it under Kenya's Data Protection Act, 2019 (the "DPA") and the Data Protection (General) Regulations, 2021.

By submitting the Audit request form on our website, you confirm that you have read and understood this Privacy Policy and consent to the collection and use of your information as described herein.

2. What Information We Collect and Why

Because our only point of data collection is the Audit request form, the information we collect is limited and purposeful. We do not collect data passively in the background beyond basic website analytics (see Section 6).



2.1 Information You Provide Through the Audit Request Form

When you submit a request for a free Workflow Audit, you provide us with the following information:

- *Full Name* — so we can address you personally and prepare a named audit report.
- *Work Email Address* — to send you the audit findings, ROI report, and any follow-up correspondence.
- *Phone Number* — so our Nairobi-based consultant can schedule and confirm your 20-minute audit session.
- *Company Name* — to contextualize your operations and ensure the audit is relevant to your specific business.
- *Field Team Size* (selected from a range: 1–5, 6–15, 16–30, 31–50, or 50+ technicians) — to calibrate the scope and complexity of our recommendations.
- *Description of Field Operations* (optional, free-text) — any additional context you choose to share about your current processes, pain points, or goals. You are not required to provide this.

We do not collect: national identification numbers, financial information, payment card details, biometric data, sensitive personal data as defined under the DPA (such as health, race, religion, or political opinion), or any information relating to minors.

2.2 How the Information Is Used

Every piece of information collected through the form is used solely to deliver the Workflow Audit service you requested. Specifically:

- Your name and company details are used to personalize the audit report and the ROI roadmap we prepare for you.
- Your email address is used to send you the audit report, schedule confirmation, and any follow-up communication about KasiFlow services that directly relate to your audit findings.
- Your phone number is used by our consultants to contact you to arrange and confirm the 20-minute audit session.
- Your field team size and operational description are used solely to analyse your current workflows and tailor our recommendations to your actual operational scale.

3. Lawful Basis for Processing

Under the Data Protection Act, 2019, every processing activity must be grounded in a recognised lawful basis. Our processing of your personal data rests on the following:

- **Consent:** When you submit the Audit request form, you explicitly tick the consent checkbox and agree to be contacted by KasiFlow regarding field service solutions. This is your freely given, specific, informed, and unambiguous consent.
- **Legitimate Interests:** Following delivery of your audit, we have a legitimate business interest in informing you about KasiFlow products and services that are relevant to the operational needs identified during your audit. We balance this interest against your right to privacy, and you may opt out at any time (see Section 8).
- **Pre-contractual Steps:** Where an audit leads to further discussions about a commercial engagement, processing your contact details is necessary to take steps at your request prior to entering into a contract.

4. How We Share Your Information

We do not sell, rent, or trade your personal information to any third party. We share your data only in the following limited circumstances:

4.1 Sychroteam (Technology Platform Partner)

KasiFlow is the authorised Sychroteam partner for East Africa. Sychroteam is developed and maintained by Sychroteam SAS, a company based in France. When your audit findings suggest that Sychroteam's field service management platform is a suitable solution for your business, we may refer your expressed interest to Sychroteam. Any such referral is made with your knowledge and is limited to the information necessary to support your onboarding into a free trial. Sychroteam's own privacy policy governs any data they independently process.

4.2 Service Providers Who Support Our Operations

We work with a small number of carefully selected third-party providers who help us operate our website and communicate with you. These may include:



- Email service providers, to deliver audit reports and correspondence.
- Calendar and scheduling tools (such as Google Calendar), to manage audit appointments.
- Website hosting providers, to maintain the availability and security of www.kasiflow.co.ke.
- Analytics providers (see Section 6), to understand how visitors use our website.

All such providers are bound by contractual agreements that restrict them from using your data for any purpose other than providing services to us, and require them to maintain appropriate security standards.

4.3 Legal and Regulatory Disclosure

We may disclose your personal data to competent authorities, regulators, courts, or law enforcement agencies where we are under a legal obligation to do so, or where disclosure is necessary to protect the rights, property, or safety of KasiFlow, our clients, or others. We will notify you of any such disclosure where we are legally permitted to do so.

4.4 Business Transfers

In the unlikely event of a merger, acquisition, or sale of KasiFlow's business or assets, your personal data may form part of the transferred assets. We will notify you in advance of any such transfer and ensure that the receiving party is bound by privacy obligations at least equivalent to this Policy.

5. How We Keep Your Information Secure

Although we collect a limited and narrow set of personal data, we take its security seriously. The measures we apply include:

- Website security: our website is served over HTTPS (Transport Layer Security), encrypting all data transmitted between your browser and our server.
- Access controls: access to submitted audit enquiries is restricted to KasiFlow consultants and administrative staff who need it to deliver your audit.
- Secure communications: internal sharing of your information is conducted over encrypted channels.
- No public database: we do not operate a publicly accessible customer portal or database. Your information is not exposed through any login system.

We take all reasonable precautions. However, no method of transmission over the internet is entirely immune to risk. If you ever believe your information has been compromised in connection with our services, please contact us immediately at support@kasiflow.co.ke.

In the event of a personal data breach that is likely to result in a risk to your rights and freedoms, we will notify the Office of the Data Protection Commissioner (ODPC) within 72 hours of becoming aware of the breach, and will notify affected individuals without undue delay, in accordance with the DPA.

6. Cookies and Website Analytics

Our website (www.kasiflow.co.ke) uses cookies and similar technologies to help us understand how visitors find and navigate the site. We do not use cookies to track you across other websites or to serve targeted advertising.

6.1 Types of Cookies We Use

- Essential cookies: necessary for the website to function correctly — for example, to remember your form progress within a single session. These cannot be disabled without impairing site functionality.
- Analytics cookies: we use tools such as Google Analytics to collect aggregated, anonymised data about page views, traffic sources, and on-site behaviour. This data does not identify you personally and is used only to improve our website.

6.2 Your Cookie Choices

You may control or disable cookies through your browser settings at any time. Instructions vary by browser; consult your browser's help section for guidance. Disabling analytics cookies will not affect your ability to submit the Audit request form or receive our services. We do not currently deploy a cookie consent banner but we are committed to implementing one as our website develops.

7. How Long We Keep Your Information

We retain your personal data only for as long as is necessary to fulfil the purposes for which it was collected or as required by law. Our retention approach is as follows:



- Audit enquiry data (name, email, phone, company, team size, operational notes): retained for a maximum of 2 years from the date of submission. This window allows us to follow up on the audit recommendations and maintain a record of the services provided to you. After 2 years, data is securely deleted or anonymised.
- Follow-up correspondence: emails and written communications relating to your audit are retained for 2 years and then deleted.
- Anonymised and aggregated analytics data: may be retained indefinitely because it cannot be used to identify any individual.
- Legal hold: where your data is relevant to an ongoing legal dispute, regulatory investigation, or statutory obligation, we will retain it for the duration of that requirement and delete it promptly thereafter.

When data is no longer required, we delete it from our active systems and ensure it is removed from any backups in the ordinary course of our backup rotation cycle.

8. Your Rights

Under Kenya's Data Protection Act, 2019, you have the following rights in relation to the personal data we hold about you. You may exercise any of these rights by contacting us at info@kasiflow.co.ke. We will acknowledge your request within 5 business days and respond substantively within 21 days.

8.1 Right to Be Informed

You have the right to be told clearly and transparently how your personal data is collected and used. This Privacy Policy fulfils that obligation. If you have further questions, we are always happy to explain.

8.2 Right of Access

You have the right to request a copy of the personal data we hold about you, along with information about how we process it. Given the limited nature of the data we collect, we can typically fulfil such requests promptly.

8.3 Right to Rectification

If any information we hold about you is inaccurate or out of date, you have the right to ask us to correct it. Simply contact us with the updated details.



8.4 Right to Erasure

You have the right to ask us to delete your personal data where it is no longer needed for the purpose for which it was collected, where you withdraw your consent, or where the processing is otherwise unlawful. We will comply with all valid erasure requests, subject to any legal obligation to retain certain records.

8.5 Right to Withdraw Consent

Where we process your data on the basis of your consent, you may withdraw that consent at any time. Withdrawal does not affect the lawfulness of processing carried out before withdrawal. To opt out of any marketing or follow-up communications, simply reply to any of our emails with "Unsubscribe" or contact us directly at info@kasiflow.co.ke and we will remove you from our contact list immediately.

8.6 Right to Object

You have the right to object to our processing of your personal data where we rely on legitimate interests as the lawful basis. Upon receiving a valid objection, we will cease processing unless we can demonstrate compelling legitimate grounds that override your interests.

8.7 Right to Data Portability

You have the right to receive the personal data you have provided to us in a structured, commonly used, and machine-readable format, and to have that data transmitted to another data controller where technically feasible.

8.8 Right to Lodge a Complaint

If you believe we have not handled your personal data in compliance with the DPA, you have the right to lodge a formal complaint with the Office of the Data Protection Commissioner:

We would, however, appreciate the opportunity to address your concern directly before you escalate to the ODPC. Please reach out to us first.



9. Children's Privacy

Our Workflow Audit service is intended exclusively for business representatives — operations managers, directors, and other decision-makers within companies that operate field service teams. We do not knowingly collect personal data from individuals under the age of 18. If we become aware that a minor has submitted information through our website, we will delete that information without delay. If you believe a minor has submitted data to us, please contact us at info@kasiflow.co.ke.

10. Third-Party Links

Our website contains links to third-party websites and services, including Synchroteam's free trial sign-up page, Google Calendar for booking sessions, and industry resources. These third parties operate under their own privacy policies and we have no control over, or responsibility for, their data practices. We encourage you to review the privacy policy of any third-party website you visit through a link on our site.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in how we operate, evolving legal requirements, or best practice guidance from the ODPC. When we make changes, we will update the Effective Date at the top of this document and post the revised Policy on our website.

For material changes — those that significantly affect how we use your personal data or your rights — we will make reasonable efforts to notify you directly, for example by email if we hold a current address for you. We encourage you to review this Policy periodically. Your continued engagement with KasiFlow after a revised Policy has been posted constitutes your acceptance of the updated terms.

12. Contact Us

KasiFlow takes your privacy seriously. If you have any questions about this Privacy Policy, wish to exercise any of your rights, or have a concern about how we have handled your personal data, please contact us through any of our communication channels.

We will acknowledge all privacy-related enquiries within 5 business days and aim to provide a full response within 21 days of receipt. If a matter requires more time, we will inform you of the reason for the delay and the expected timeline for resolution.