

PRIVACY POLICY

Effective Date: March 1, 2026

Last Updated: March 5, 2026

1. Introduction

KaCyber Technologies Limited ("KaCyber," "we," "our," or "us") values your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you use our Services. Our business is built on the trust between us and our customers; therefore, we are committed to maintaining the confidentiality of all information you provide.

This policy applies to all KaCyber products and services, including but not limited to our website, mobile applications, software, APIs, and online services (collectively, the "Services"). This includes services operated in partnership with social clubs, schools, government authorities, private sector businesses, Bus Operator clients, Uganda Railways Corporations (URC), and Kiira Motors Corporation (KMC) for the E-Bus Xpress mass transport service (ebusxpressgo.com and ebusxpress.africa).

By accessing or using our Services, you accept the practices described in this policy. Your information may be processed on our servers located worldwide. Where we provide services under a specific contract with an organization (like a white-label partner), that agreement may outline additional data handling terms.

2. Our Privacy Commitment

To preserve the confidentiality of your information, we commit to the following:

- We only collect information that is relevant and required to conduct our business and understand customer needs.
- We use your information to provide better services and products.

- We will not disclose your information to external organizations unless we have your consent, are required by law, or have previously informed you.
- We maintain strict security systems designed to prevent unauthorized access by anyone, including our staff.

3. Our Services

KaCyber provides licensed digital transport and payment solutions, including but not limited to:

- Digital Ticketing and Booking: Online and mobile platforms for transport reservations.
- KaCyber Go (weGo) Smart Card & Payments: Secure, contactless card systems and QR code ticketing for seamless digital payments.
- Integrated Platforms: All associated web pages, applications, and APIs provided by KaCyber.
- Logistics and Fleet Management Software: For transport operators.
- Secure Payment Processing: For schools, social clubs, and travel-related transactions.

4. Information We Collect

We collect information through your direct interactions, automatic tracking, and third-party sources.

4.1. Personal Information (Provided by You)

- Identity & Contact Data: Full name, gender, date of birth, address, phone number, and email address.
- Transaction & Billing Data: Purchase history, details of services purchased, billing address, and payment method information (note that credit/debit card details are processed directly by our secure payment partners and are not stored on our servers).
- Communication Data: Email correspondence, product reviews, and customer support inquiries.

4.2. Technical and Automatic Information

- Device Data: IP address, device type, browser type, and operating system.
- Usage Data: How you navigate our platforms, pages viewed, and features interacted with.
- Location Data: Real-time location (with your permission) to find nearby terminals, boarding points, or relevant services.

5. How We Use Your Information

We use your information internally to:

- Provide, maintain, and improve our Services
- Process your transactions and manage your account
- Communicate with you about services, offers, and updates
- Personalize your experience and deliver relevant content
- Detect, prevent, and address technical or security issues
- Comply with legal obligations

6. How We Disclose Information

We disclose your information to third parties only in the following contexts:

- Service Providers: We share data with specific partners only to fulfill your requests, for example: with transport operators to validate your ticket, with payment processors to handle your transaction, and with logistics partners to facilitate delivery.
- Affiliates: Information may be passed to KaCyber affiliated companies or agents as permitted by law.
- Legal Obligations: We may disclose information to governmental, judicial, or regulatory bodies when under proper authority to prevent crime or comply with the law.
- Business Transitions: In the event of a merger, acquisition, or asset sale, your information may be transferred. You will be notified via a prominent notice on our website for 30 days should this occur.

We do not sell, rent, or trade your personal information to third parties for marketing purposes.

7. Data Security and Retention

7.1. Security

Our website and applications are secured and encrypted using Secure Socket Layer (SSL) technology. We implement robust administrative and physical safeguards to protect your data. While we use industry-standard software to protect your information, you also play a vital role:

- Use confidential password controls
- Never share your login credentials
- Log out of your account after each session
- Notify us immediately of any unauthorized access

7.2. Retention

We retain your personal data only for as long as your account is active, as necessary to fulfill the purposes stated in this policy, or as required by law (e.g., for tax, auditing, or accounting purposes). When data is no longer needed, we securely delete or anonymize it.

8. Your Rights

As a user, you have the right to:

- Access the personal information we hold about you
- Correct inaccurate or incomplete information
- Delete your personal information (subject to legal obligations)
- Withdraw consent to data processing at any time
- Request a digital copy of your data (data portability)
- File a complaint with the Personal Data Protection Office (PDPO)

To exercise these rights, please contact us using the information in Section 11.

9. Children and Privacy

Our services are intended for users who are at least 18 years old. We do not knowingly solicit or collect personal information from anyone under this age. If we become aware that we have collected data from a child under 18 without parental consent, we will take steps to delete that information promptly.

10. Cookie Policy

10.1. What are Cookies?

Cookies are small text files stored on your device that allow us to recognize you, remember your preferences, and ensure secure logins.

10.2. How We Use Them

- Essential Cookies: Vital for key features like online tools, secure logins, and saving articles. These cannot be disabled.
- Functionality & Performance: To remember your language preferences, analyze how our website is used, and improve its performance.
- Tailored Content: To show you relevant information, such as nearby boarding points or services you've previously viewed based on your usage.

10.3. Your Control

Most browsers accept cookies by default. You can amend your preferences through your browser's 'help' function or settings menu. Note that essential cookies must be enabled to complete orders and access certain features on our website.

10.4. Updates to This Policy

KaCyber may update this Privacy Policy periodically to reflect service improvements or legal requirements. Any major changes will be communicated through our website or app, and the "Last Updated" date at the top of this policy will be revised.

11. Contact Us

If you have questions, comments, or require support regarding this Privacy Policy or your data, please contact our Data Protection Team at: info@kacyber.com

You can also write us as follows:

KaCyber Security Technologies Limited

Attn: Data Protection Officer / Chief Executive Officer

National ICT Innovation Hub Nakawa

Plot 19-21 Port Bell Road

P.O. Box 8268

Kampala, Uganda

Email: info@kacyber.com

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Refer to the updated version official version of these terms via <https://kacyber.com/terms/privacy-policy>

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