

PRIVACY POLICY
CAETANO RENTING KENYA

CAETANO RENTING KENYA values the individual privacy and information security of its customers and partners, and takes its responsibility for information and personal data security very seriously.

In this respect, we present CAETANO RENTING KENYA's privacy policy which explains what information and related personal data we collect from our customers, suppliers and partners, as well as how we use it, how long we keep it and with whom we share it.

CAETANO RENTING KENYA LIMITED, a company incorporated under Kenyan law, Tax Identification No. P052000083M, with its registered office at Mombasa Road, Building, Crater Automobiles Center, 3382 Nyayo Stadium, Nairobi, Kenya, the latter jointly shared by CAETANO MOBILITY, SGPS, S.A, a company incorporated under Portuguese law, Tax Identification No. 514981865, with its registered office at Avenida Vasco da Gama, 1410, 4430-247 Vila Nova de Gaia, Porto, Portugal, and by SALVADOR CAETANO KENYA, LIMITED, a company incorporated under Kenyan law, Tax Identification No. P051753840H, with registered office at Crater Automobiles Centre LR 209/20029, Next to Nextgen Mall, Mombasa, Road PO Box 48539-00100, Nairobi, Kenya, is the controller of the personal data and other information we collect about you.

Where there are entities - partners - that carry out their activities using the brands represented by CAETANO RENTING KENYA, such entities are legally autonomous and are considered, for the purposes of this privacy policy, as responsible for the processing of personal data and have their own privacy policies, although CAETANO RENTING KENYA may also share some information and personal data.

Data Collected

As part of the business relationships established with its Customers, Partners and Suppliers, CAETANO RENTING KENYA collects the following data:

- On identification: name, numbers and expiry dates of civil identification documents (and respective images), date of birth, address, mobile phone, e-mail, among others.
- On the professional situation: profession, professional situation, among others.
- On the personal situation: civil status, household, among others.
- Regarding payments: bank details, among others.
- Regarding the customer's history (where applicable): answers to satisfaction surveys, order date, contract term, price, complaint history, among others.
- On platforms usage: preferences directly or indirectly demonstrated by our products on various websites, social networks, search engines.
- Regarding the use of the vehicle: number of kilometres, maintenance records and interventions, among others.

Such data is collected through telephone and face-to-face contact with you or through access to our websites, computer applications, social media, blogs, chatrooms or landing pages.

Use of the data collected

The data we collect is used for the following purposes:

- Comply with our pre-contractual and contractual obligations (submitting commercial proposals, responding to booking requests, concluding and extending rental contracts, among others).
- Managing our contractual relationship (contacting you for administrative and/or operational reasons, recording calls for monitoring the quality of service, among others).
- Personalise and improve your customer experience (conduct satisfaction surveys on our services).
- To carry out marketing communications (providing you with news related to us, new offers, new campaigns and new vehicles and services), provided that you have given your consent, should this be necessary in accordance with current legislation.
- Complying with our legal obligations (responding to judicial, regulatory and supervisory bodies, among others).
- Manage your registration as a user on our platforms and websites.
- Protect our rights and property (analysing and confirming with credit agencies or other sources, as well as storing information relating to any incident where, as a result of such incident, it is considered that there may be a risk to future contracts, in which case your data may even be passed to debt collection agencies in the event of any breach of contract).
- Control physical security (use video surveillance equipment in our facilities, where applicable).
- Managing the processes of credit collection (diligence for judicial and extrajudicial collection, management of other conflicts, among others).
- To carry out accounting, fiscal and administrative management (issuing the respective invoices).

CAETANO RENTING KENYA undertakes with you not to use the described data for any other purpose, adopting the necessary security measures in order to prevent any accidental or illicit destruction, accidental loss, alteration, diffusion or unauthorised access.

The information and personal data collected shall be stored for the period of time necessary to fulfil the purposes listed herein, without prejudice to their subsequent storage for any responsibilities arising from their use, in accordance with the legislation in force.

Sharing the data collected

Within the scope of the purposes described above, we may share the data you have provided us with our partners, suppliers, service providers, financial institutions, customer support services, or companies with which we are in a relationship of mere participation, control or belong to the same economic group, being certain that such entities are always obliged to ensure the full protection and confidentiality of personal data and information transmitted.

Similarly, there is a transfer of personal data outside Kenya, namely to Portugal, which is ensured through a data transfer agreement with standard contractual clauses for the transfer of personal data between the European Union and third countries, in accordance with Directive 95/46/EC.

Your rights

In connection with the processing of your personal data and other information collected, you may request CAETANO RENTING KENYA to do the following:

- Accessing the data and information collected.
- Request the correction of such data.

- Request the deletion of your data.
- Request the limitation of the processing of your data.
- Oppose the processing of your data.
- Request the portability of your data.
- Revoke your consent (in the applicable cases according to the legislation in force).

Cookies

Cookies are small software tags that are stored on your computer or smartphone through your browser, retaining only data related to your preferences, and as such do not include your personal data.

CAETANO RENTING KENYA uses cookies on its website in order to improve the performance and browsing experience of its Customers/Users, increasing the speed and efficiency of response on the one hand, and eliminating the need to repeatedly enter the same information on the other.

Cookies can be:

- Essential, allowing you to navigate on the website, as well as access the reserved area, granting, through the collection of anonymous data, the improvement of the website, as well as understand what interests our users. We use these cookies, namely, to register visits for statistical treatment. The acceptance of these cookies is a condition for using our website;

- Functional, allowing remembering the access data to the reserved area. You can, at any time, control whether or not these cookies are used through the settings of your browser or application;

- Advertising, allowing us to target advertising according to the interests of each user, in order to target advertising campaigns according to browsing habits, also allowing us to connect to social networks, such as LinkedIn, Facebook, YouTube, Instagram, among others, in order to target advertising also on these websites. We use these cookies, namely, to inform you of new products or campaigns in force and share other relevant content.

You can control whether or not these cookies are used at any time, namely via the settings in your browser or application. CAETANO RENTING KENYA reserves the right to make changes or updates to this Privacy Policy at any time, and such changes shall be duly updated on this Platform.

Should you require any further clarification on this policy, the handling of information and the personal data we collect about you, please contact us at privacidade@kinto-mobility.pt. We have appointed a Data Protection Officer who can be contacted at epd@kinto-mobility.pt.