

PRIVACY POLICY

Last updated 3rd May 2023

This privacy policy for ETIHAD INSURANCE & REINSURANCE, doing business as ETIHAD TAXI or EIRTAXI (“**Company**,” “**we**,” “**us**,” or “**our**,”) describes how and why we might collect, store, use and/or share (“**process**”) your information and when you use our services (“**Taxi booking**”) such as when you:

Request a Taxi Pick Up reading this privacy policy will help you understand your privacy rights and choices. If you do not agree with our policies and practices, please do not use our Services. If you have any questions or concerns, please contact us at <https://eirtaxissd.com> / etihadinsurance76@gmail.com

ETIHAD TAXI understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of everyone who visits this website or uses our application and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the **South Sudan Cybercrimes and Computer Misuse Order 2021, Data Protection and Privacy Act and Regulations**.

Please read this Privacy Policy carefully and ensure that you understand it. By using our site and, or our application, you give your affirmative consent that you have read and accepted all the terms in this Privacy Policy. If you do not accept and agree with this Privacy Policy, you must stop using Our Site/application immediately.

1. Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

“**Account**” means an account required to access and/or use certain areas and features of Our Site or application;

“**Cookie**” means a small text file placed on your computer or device by Our Site when you visit certain parts of Our Site and/or when you use certain features of Our Site.

“**Site**” means our website <https://eirtaxissd.com> and/or the ETIHAD TAXI mobile application downloadable from the app store or playstore or from our website.

2. Information About Our Developers

Our Site and application is operated by: ZYNAMIS LTD

The registered address for: 5th FLOOR, Kingston Residences ,Ngong rd, Nairobi , KENYA

Website: www.zynamis.co.ke

Telephone number: +254 705 910 900

3. What Does This Policy Cover?

This Privacy Policy applies to your use of our Site and, or application. Please note that we have no control over how your data is collected, stored, or used by other websites whose links may be provided on our website and we advise you to check the privacy policies of any such websites before providing any data to them.

4. What is Personal Data?

Personal data is defined as any information relating to an identified or identifiable natural person (called a data subject) who can be directly or indirectly identified in particular by reference to an identifier such as name, an identification number, location data, an online identifier, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

5. What Are My Rights?

As a data subject, you have the following rights, which we will always work to uphold:

- a. The right to be informed about our collection and use of your personal data.
- b. The right to access the personal data we hold about you.
- c. The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
- d. The right to be forgotten, i.e., the right to ask us to delete or otherwise dispose of any of your personal data that we have.
- e. The right to restrict (i.e., prevent) the processing of your personal data.
- f. The right to object to us using your personal data for a particular purpose(s).
- g. The right to data portability.

6. What Data Do We Collect?

Depending upon your use of our Site and, or application, we may collect some or all of the following personal and non-personal data including but not limited to:-

- Name;
- Date of birth;
- Gender;
- Address;
- Email address;
- Telephone number;
- Business name;
- Payment information;
- IP address;
- Web browser type and version;
- Operating system;

We use the information you give to:

1. Identify you
2. Locate you
3. Pair you with a rider
4. Link you to an approved payment system (M-Gurush wallet)
5. Improve the service such as saving common destinations
6. Connect services like “Send” and “Share” with your contacts
7. For product research development

8. To provide measurements and analytics
9. Communicate with you (share marketing communications on our products)
10. Generally, improve your user experience.
11. For Legal and Compliance purposes with the law

7. How Do You Use My Personal Data?

Further to clause 6, we use your data for the necessary performance of a contract with you and because you have consented to the use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may also be used for the following purposes:

- Providing and managing your Account;
- Providing and managing your access to Our Site and, or application;
- Personalising and tailoring your experience on Our Site and, or application;
- Supplying our services to you. Your personal details are required in order for us to enter into a contract.
- Personalising and tailoring our services for you.
- Communicating with you. This may include responding to emails or calls from you.
- Supplying you with information that you have the option to opt-out at any time.
- For purposes of “KnowYour Customer” or Customer Due Diligence under the law.

We may also use your personal data for marketing purposes, which may include contacting you via Email, Telephone, Text message or any other means, with information, news, and offers on our services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the law, and you will always have the opportunity to opt-out.

8. How Long Will You Keep My Personal Data?

We store data until it is no longer necessary to provide our services or until your account is deleted - whichever comes first. This is a case-by-case determination that depends on things like the nature of the data, why it is collected and processed, and relevant legal or operational retention needs in accordance with the law.

9. How and Where Do You Store or Transfer My Personal Data?

We will only store or transfer your personal data to countries that have adequate data protection standards/laws or where you have consented to the processing or storing of personal data outside South Sudan. We may in certain instances such as for analytics purposes share your data with external third parties, that may be based out of your jurisdiction. In any such case, we shall ensure any such data is transferred securely and following best practice in your jurisdiction.

Data at Etihad Taxi is stored in renowned and secure servers. Data from the Etihad Taxi applications is stored in Digitalocean servers. Etihad taxi uses mysql as the database engine and all access to the database are confidential and password protected.

10. Do You Share My Personal Data?

We may share your personal data with processors and other companies in our group and this may include subsidiaries, a holding company or any other entity that is a party to a merger and/or acquisition of an interest in Etihad Taxi.

We may sometimes contract with the following data processors to supply certain services. These may include payment processing, delivery, and marketing. In some cases, those parties may require access to some or all of your personal data that we hold.

- **Zain South Sudan** through M-Gurush, a data processor for the purposes of processing bills and payments. Please find **M-Gurush** privacy policy Privacy and security statement.

If any of your personal data is required by a processor, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law. Without prejudice, you are advised to read the privacy policies of any processors we may contract.

By using the **ETIHAD TAXI** site/application, You (the User) give to Us ("**ETIHAD TAXI**,") your consent to collect, use and process your data for the purposes and in the manner indicated herein.

11. How Can I Control My Personal Data?

We provide you with the ability to access, rectify, port and erase your data. To learn more, visit the settings on the App.

12. How Can I Access My Personal Data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email or postal addresses shown in our contact section. We do not charge for a subject access request but if your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within the timelines provided under the law. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

13. How Do You Use Cookies?

Our Site may place and access certain first-party Cookies on your computer or device. First-party Cookies are those placed directly by us and are used only by us. We use Cookies to facilitate and improve your experience of our Site and to provide and improve our services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.

By using our Site, you may also receive certain third-party Cookies on your computer or device. Third-party Cookies are those placed by websites, services, and/or parties other than us.

Before Cookies are placed on your computer or device, you will be shown a pop-up requesting your consent to set those Cookies. By giving your consent to the placing of Cookies you are enabling us to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain

features of our Site may not function fully or as intended. You will be given the opportunity to allow only first-party Cookies and block third-party Cookies.

Certain features of our Site depend on Cookies to function. These Cookies are shown in the table below. Your consent will not be sought to place these Cookies, but it is still important that you are aware of them. You may still block these Cookies by changing your internet browser's settings as detailed below, but please be aware that our Site may not work properly if you do so. We have taken great care to ensure that your privacy is not at risk by allowing them.

In addition to the controls that we provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third-party Cookies. By default, most internet browsers accept Cookies, but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.

You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access our Site more quickly and efficiently including, but not limited to, login and personalisation settings.

It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings.

14. How Do I Contact You?

If you have any questions about this policy, you can contact us as described below.

Website: <https://eirtaxissd.com>

Email: etihadinsurance76@gmail.com

Telephone: +211 912 317 173

Facebook & Instagram: EIRTAXI_SSD

15. Changes to this Privacy Policy

We may change this Privacy Policy from time to time and in some instances without notice to you. This may be necessary, for example, if the law changes, or we change our business in a way that affects personal data protection. Any changes will be immediately posted on our Site and, or application and you will be deemed to have accepted the terms of the Privacy Policy on your first use of our Site and, or application following the alterations. We recommend that you check this page regularly to keep up-to-date.

By your use of our Site and, or application, you, by affirmative action, consent to these terms. Please do not use our Site and, or application or services if you do not consent to these Terms.