



BebaBox Delivery Privacy Policy

Last Updated: 03/01/2026

1. Introduction

BebaBox Delivery ("we," "our," or "us") is committed to protecting the privacy and security of your personal information. This Privacy Policy explains how we **collect, use, disclose, and safeguard your information** when you use our delivery services, mobile application, website, and related services (collectively, the "Services").

By accessing or using our Services, you acknowledge that you have read, understood, and agree to be bound by the **terms of this Privacy Policy**. If you do not agree with our policies and practices, please **do not** use our Services.

2. Definitions

- **Personal Information:** Any information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular individual or household.
- **Sensitive Personal Information:** Includes government identification numbers, financial account information, precise geolocation, racial or ethnic origin, religious beliefs, health information, and biometric data.

- **Service Providers:** Third-party vendors who process data on our behalf to help provide our Services.
- **Business Partners:** Companies we collaborate with to offer joint services or promotions.

3. Information We Collect

3.1 Information You Provide Directly

We collect information you provide when you:

- Create an account
- Place delivery orders
- Update your profile
- Contact customer support
- Participate in surveys or promotions
- Submit reviews or feedback
- Apply for driver or employment positions

This may include:

- **Identity Information:** Full name, date of birth, government ID numbers (for drivers)
- **Contact Information:** Email address, phone number, residential address
- **Account Credentials:** Username, password, security questions
- **Payment Information:** Credit/debit card details, bank account information, payment history, M-PESA registered number.
- **Delivery Information:** Pickup and delivery addresses, contact information for recipients
- **Communications:** Records of your communications with us

3.2 Information Collected Automatically

When you use our Services, we automatically collect:

- ***Device Information:*** IP address, browser type, operating system, device identifiers
- ***Usage Data:*** Pages visited, features used, time spent, clickstream data
- ***Location Information:*** Precise GPS location (with your consent), approximate location from IP address
- ***Cookies and Tracking Technologies:*** Cookies, web beacons, pixels, and similar technologies

3.3 Information from Third Parties

We may receive information about you from:

- Social media platforms (if you connect your account)
- Business partners and affiliates
- Marketing and advertising partners
- Publicly available sources
- Background check providers (for drivers)
- Payment processors

4. How We Use Your Information

We use your information for the following purposes:

4.1 Service Delivery

- Process and fulfill your delivery requests
- Communicate order status and updates
- Provide customer support
- Verify your identity and account

- Process payments and prevent fraud

4.2 Service Improvement

- Develop and improve our Services
- Personalize your experience
- Conduct research and analysis
- Test new features and functionality

4.3 Communications

- Send service-related notifications
- Respond to your inquiries
- Send marketing communications (with your consent)
- Conduct surveys and collect feedback

4.4 Legal and Security Purposes

- Comply with legal obligations
- Enforce our Terms of Service
- Protect our rights and property
- Prevent fraud and security threats
- Conduct investigations

5. Data Sharing and Disclosure

5.1 Service Providers

We share information with service providers who assist us in:

- Payment processing

- Cloud storage and hosting
- Customer support
- Marketing and analytics
- Fraud detection
- Background checks (for drivers)

5.2 Business Partners

- Restaurants and merchants
- Delivery drivers
- Marketing partners
- Co-branded service providers

5.3 Legal Requirements

We may disclose information when required by:

- Law enforcement agencies
- Regulatory authorities
- Court orders or legal processes
- Government requests

5.4 Business Transfers

In connection with a merger, acquisition, or sale of assets, your information may be transferred as a business asset.

6. Data Security

6.1 Security Measures

We implement appropriate technical and organizational measures including:

- Encryption of data in transit and at rest
- Regular security assessments
- Access controls and authentication
- Secure development practices
- Employee training on data protection

6.2 Incident Response

We maintain an incident response plan to address data breaches, including:

- Prompt investigation
- Notification to affected individuals (where required)
- Remediation measures
- Regulatory reporting

7. Data Retention

We retain your personal information only as long as necessary for:

- Fulfilling the purposes outlined in this policy
- Complying with legal obligations
- Resolving disputes
- Enforcing agreements

Retention Periods:

- Account information: 10 years after account closure
- Transaction records: 10 years for tax and accounting purposes

- Marketing data: Until consent is withdrawn
- Customer support records: 3 years
- Driver records: 10 years (for regulatory compliance)

8. Your Rights

Depending on your location, you may have the following rights:

8.1 Access and Portability

- Right to access your personal information
- Right to receive your data in a portable format

8.2 Correction and Deletion

- Right to correct inaccurate information
- Right to request deletion of your data

8.3 Restriction and Objection

- Right to restrict processing
- Right to object to processing

8.4 Consent Management

- Right to withdraw consent at any time
- Right to opt-out of marketing communications

8.5 Automated Decision-Making

- Right not to be subject to automated decision-making

To exercise your rights, contact us at privacy@bebabox.com. We will respond within 30 days and may request additional information to verify your identity.

9. Cookies and Tracking Technologies

9.1 Types of Cookies Used

- **Essential Cookies**: Required for basic functionality
- **Performance Cookies**: Collect anonymous usage data
- **Functionality Cookies**: Remember your preferences
- **Advertising Cookies**: Target relevant advertisements

9.2 Cookie Management

You can manage cookie preferences through:

- Browser settings
- Our cookie consent banner
- Industry opt-out tools (DAA, NAI)

10. Third-Party Services

Our Services may contain links to third-party websites or integrate with third-party services. This Privacy Policy does not apply to third-party practices. We encourage you to review their privacy policies.

Third-Party Integrations:

- Payment processors (*Paystack, M-Pesa, Airtel Money*)
- Maps and location services (Google Maps)
- Analytics providers (Google Analytics)
- Social media platforms

11. International Data Transfers

Your information is and only processed within **KENYA**. Any business expansion outside Kenya will be communicated. We ensure appropriate safeguards are in place, including:

- Standard Contractual Clauses
- Privacy Shield certification (where applicable)
- Binding Corporate Rules

12. Children's Privacy

Our Services are not intended for children under **16 years of age** (*For Clients*) and **under 18 years of age** (*For Vendors and Riders*). We do not knowingly collect personal information from children under 16. If we become aware of such collection, we will delete the information promptly.

13. Changes to This Policy

We may update this Privacy Policy periodically. We will notify you of material changes by:

- Posting the updated policy on our website
- Sending email notifications
- Displaying in-app notifications

Your continued use of our Services after changes constitutes acceptance of the updated policy. We include the date and time when we update the privacy policy for transparency.

14. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy, contact us:

Data Protection Officer:
BebaBox
Email: privacy@bebabox.com

15. Additional Disclosures

15. Do Not Track Signals

Our website does not currently respond to Do Not Track browser signals. We may update this policy if a standard for responding to such signals is established.

16. SMS/Text Message Communications

By providing your mobile number, you consent to receive SMS messages for:

- Order confirmations
- Delivery updates
- Security codes
- Promotional messages (with consent)

17. Driver-Specific Provisions

If you are a BebaBox Delivery driver, we collect additional information including:

- Vehicle information and insurance
- Background check results
- Driving records
- Performance metrics
- Earnings and tax information

Driver information is used for:

- Screening and onboarding
- Service assignment
- Payment processing
- Performance evaluation
- Compliance with transportation regulations

18. Merchant-Specific Provisions

If you are a restaurant or merchant partner, we collect additional information including:

- Business registration details
- Tax identification numbers
- Menu and pricing information
- Bank account details for payments
- Performance metrics

This Privacy Policy constitutes the entire agreement regarding your personal information. If any provision is found unenforceable, the remaining provisions will remain in effect.

Effective Date: 03/01/2026

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NOTE: This policy is reviewed regularly and updated as necessary to reflect changes in our practices, services, and legal requirements.