

KING'S WEAR LIMITED

PRIVACY POLICY

This Privacy Policy describes how King's Wear Limited (the "Site", "we", "us", or "our") collects, uses, and discloses your personal information when you visit, use our services, or make a purchase from King's Wear Limited or otherwise communicate with us (collectively, the "Services"). For purposes of this Privacy Policy, "you" and "your" means you as the user of the Services, whether you are a customer, website visitor, or another individual whose information we have collected pursuant to this Privacy Policy.

Please read this *Privacy Policy carefully*. By using and accessing any of the Services, you agree to the collection, use, and disclosure of your information as described in this Privacy Policy. If you do not agree to this Privacy Policy, please do not use or access any of the Services.

Your privacy is important to us, and so is being transparent about how we collect, use, and share information about you. This policy is intended to help you understand:

- i. What information we collect about you
- ii. How we use information we collect
- iii. How we share information we collect
- iv. How we store and secure information we collect
- v. How to access and control your information
- vi. How we transfer information we collect internationally
- vii. Other important privacy information

This Privacy Policy covers the information we collect about you when you use our products or services, or otherwise interact with us (for example, by attending our events and visiting our premises), unless a different policy is displayed. King's Wear Limited, we and us refers to King's Wear Limited and any of our corporate affiliates. End Users refers to King's Wear Limited customers. We offer a number of products, each of which is delivered in our stores and We refer to all of these products, together with our other services as "Services" in this policy.

This policy also explains your choices about how we use information about you. Your choices include how you can object to certain uses of information about you and how you can access and update certain information about you. If you do not agree with this policy, do not access or use our Services or interact with any other aspect of our business.

Where we provide the Services to an King's Wear Limited (for example your employer) that King's Wear Limited controls the information processed by the Services, and our Services are governed by our Terms of Service. This includes information gathered through payment processing Services

1.0 WHAT INFORMATION WE COLLECT ABOUT YOU

We collect information about you when you provide it to us, when you use our Services, and when other sources provide it to us, as further described below.

1.1 Information you provide to us

We collect information about you when you input it into the Services or otherwise provide it directly to us. We also collect information that is provided through connections authorized by you, your company, clients you work with or your representative who controls your accounts to the places where you input data, this include emails.

1.2 Account and Profile Information

We collect information about you when you register for an account, create or modify your profile, set preferences, sign-up for or make purchases through the Services we collect during registration as you provide your contact information and, in some cases, billing information.

1.2 Content you provide through our products

The Services include the King's Wear Limited products you use, where we collect and store content that you post, send, receive and share. This content includes any information about you that you may choose to include. Content we collect and store include: **company names, contact names, email addresses, the titles and descriptions of sales opportunities, projects, milestones and tasks, and any feedback you provide to us.** Content also includes the files and graphics you provide to us.

1.4 Content you provide through our websites

The Services also include our websites owned or operated by us. We collect other content that you submit to our websites, which include social media or social networking websites operated by us. The content you provide to us when you provide feedback or when you participate in any interactive features, surveys, contests, promotions, sweepstakes, activities or events.

1.5 Information you provide through our support channels

The Services also include our customer support, where you may choose to submit information regarding a problem you are experiencing with a Service. Whether your email support to open a support ticket, start a live chat session, speak to one of our representatives directly or otherwise engage with our support team, you will be asked to provide contact information, a summary of the problem you are experiencing, and any other documentation, screenshots or information that would be helpful in resolving the issue.

1.6 Payment Information

We collect certain payment and billing information. We normally ask you to designate a billing representative, including name and contact information, upon registration.

1.7 Information we collect automatically when you use our online Services

We collect information about you when you use our Services, including browsing our websites and taking certain actions within the Services.

1.8 Cookies and Other Tracking Technologies

King's Wear Limited and our third-party partners, such as our advertising and analytics partners, use cookies and other tracking technologies (e.g., web beacons, device identifiers and pixels) to provide functionality and to recognize you across different Services and devices. The use of cookies is necessary for the provision of the Services, we use it for tracking sessions for ensuring secure access. We also use cookies for performance and analytics, for example through the use of Google Analytics and Heap Analytics to enable us to improve the Services we operate. We also use cookies for Targeting, Advertising and Social Media to make advertising and communication relevant to you and your interests. To opt-out of our cookies, you can instruct your browser, by changing its options, to stop accepting cookies or to prompt you before accepting a cookie from websites you visit. If you do not accept cookies, however, you may not be able to use all aspects of our Services.

1.9 Our External Partners

We work with a global network of partners who provide consulting, implementation, training and other services around our products. Some of these partners also help us to market and promote our products, generate leads for us, and resell our products. We receive information from these partners, such as billing information, billing and technical contact information, company name, what Services you have purchased or may be interested in, evaluation information you have provided, what events you have attended, and what country you are in.

2.0 HOW WE USE INFORMATION WE COLLECT

How we use the information we collect depends in part on which Services you use, how you use them, and any preferences you have communicated to us. Below are the specific purposes for which we use the information we collect about you.

2.1 To communicate with you about the Services

We use your contact information to send transactional communications via email and within the Services, including help information and guides sent during a trial or new user onboarding process, reminding you of subscription expirations, alerting the billing contact of increases in user counts

prior to invoicing, responding to your comments, questions and requests, providing customer support, and sending you technical notices, updates, security alerts, and administrative messages.

2.2 To market, promote and drive engagement with the Services

We use your contact information and information about how you use the Services to send promotional communications that may be of specific interest to you, including by email and by displaying King's Wear Limited ads on other companies' websites and applications, as well as on platforms like Facebook and Google. These communications are aimed at driving engagement and maximizing what you get out of the Services, including information about new features, survey requests, newsletters, and events we think may be of interest to you.

2.3 Customer support

We use your information to resolve technical issues you encounter, to respond to your requests for assistance, to analyze crash information, and to repair and improve the Services.

2.4 For safety and security

We use information about you and your Service use to verify accounts and activity, to monitor suspicious or fraudulent activity and to identify violations of Service policies.

2.5 To protect our legitimate business interests and legal rights

Where required by law or where we believe it is necessary to protect our legal rights, interests and the interests of others, we use information about you in connection with legal claims, compliance, regulatory, and audit functions, and disclosures in connection with the acquisition, merger or sale of a business.

2.6 With your consent

We use information about you, where you have given us consent to do so for a specific purpose not listed above. We will publish testimonials or featured customer stories to promote the Services, with your permission.

2.7 Legal bases for processing

We collect and process information about you only where we have legal bases for doing so under applicable Kenyan laws. The legal bases depend on the Services you use and how you use them. This means we collect and use your information only where:

- i. We need it to provide you the Services, including to operate the Services, provide customer support and personalized features and to protect the safety and security of the Services;
- ii. It satisfies a legitimate interest (which is not overridden by your data protection interests), to market and promote the Services and to protect our legal rights and interests;

- iii. You give us consent to do so for a specific purpose; or
- iv. We need to process your data to comply with a legal obligation.

If you have consented to our use of information about you for a specific purpose, you have the right to change your mind at any time, but this will not affect any processing that has already taken place. Where we are using your information because we or a third party (e.g. your employer) have a legitimate interest to do so, you have the right to object to that use though, in some cases, this may mean no longer using the Services.

3.0 HOW WE SHARE INFORMATION WE COLLECT

We distribute and maintain productivity tools, and we want them to work well for you. This means sharing information through the Services and with certain third parties. We share information we collect about you in the ways discussed below, including in connection with possible business transfers, but we are not in the business of selling information about you to advertisers or other third parties.

3.1 Managed accounts and administrators

If you register or access the Services using an email address with a domain that is owned by your employer or King's Wear Limited, and such King's Wear Limited wishes to establish an account or site, certain information about you including your name, profile picture, contact info, content and past use of your account may become accessible to that King's Wear Limited's administrator and other Service users sharing the same domain. If you are an administrator for a particular site or group of users within the Services, we may share your contact information with current or past Service users, for the purpose of facilitating Service-related requests.

3.2 Online Forums

Our websites offer publicly accessible blogs, ideas and community forums and video content. You should be aware that any information you provide on these websites - including profile information associated with the account you use to post the information - may be read, collected, and used by any member of the public who accesses these websites. Your posts and certain profile information may remain even after you terminate your account. We urge you to consider the sensitivity of any information you input into these Services. To request removal of your information from publicly accessible websites operated by us, please contact us as provided below. In some cases, we may not be able to remove your information, in which case we will let you know if we are unable to and why.

3.3 Sharing with third parties

We share information with third parties that help us operate, provide, improve, integrate, customize, support and market our Services.

3.4 Service Providers

We work with third-party service providers to provide website and application development, hosting, maintenance, backup, storage, virtual infrastructure, payment processing, analysis and other services for us, which may require them to access or use information about you. If a service provider needs to access information about you to perform services on our behalf, they do so under close instruction from us and subject to obligations consistent with this Privacy Policy and any other appropriate policies and procedures designed to protect your information.

3.5 King's Wear Limited Partners

We work with third parties who provide consulting, sales, and technical services to deliver and implement customer solutions around the Services. We may share your information with these third parties in connection with their services, such as to assist with billing and collections, to provide localized support, and to provide customizations. We may also share information with these third parties where you have agreed to that sharing. We share such information subject to obligations consistent with this Privacy Policy and any other appropriate policies and procedures designed to protect your information.

3.6 Links to Third Party Sites

The Services may include links that direct you to other websites or services whose privacy practices may differ from ours. If you submit information to any of those third party sites, your information is governed by their privacy policies, not this one. We encourage you to carefully read the privacy policy of any website you visit.

3.7 Social Media Widgets

The Services may include links that direct you to other websites or services whose privacy practices may differ from ours. Your use of and any information you submit to any of those third-party sites is governed by their privacy policies, not this one.

3.8 Third-Party Widgets

Some of our Services contain widgets and social media features, such as the Google address finder. These widgets and features collect your IP address, which page you are visiting on the Services, and may set a cookie to enable the feature to function properly. Widgets and social media features are either hosted by a third party or hosted directly on our Services. Your interactions with these features are governed by the privacy policy of the company providing it.

3.9 With your consent

We share information about you with third parties when you give us consent to do so. For example, we often display personal testimonials of satisfied customers on our public websites. With your consent, we may post your name alongside the testimonial.

3.10 Compliance with Enforcement Requests and Applicable Laws

In exceptional circumstances, we may share information about you with a third party if we believe that sharing is reasonably necessary to (a) comply with any applicable law, regulation, legal process or governmental request, including to meet national security requirements, (b) enforce our agreements, policies and terms of service, (c) protect the security or integrity of our products and services, (d) protect King's Wear Limited, our customers or the public from harm or illegal activities, or (e) respond to an emergency which we believe in good faith requires us to disclose information to assist in preventing the death or serious bodily injury of any person.

3.11 Sharing with affiliated companies

We share information we collect with affiliated companies and, in some cases, with prospective affiliates. Affiliated companies are companies owned or operated by us. The protections of this privacy policy apply to the information we share in these circumstances.

3.12 Business Transfers

We may share or transfer information we collect under this privacy policy in connection with any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company. You will be notified via email and/or a prominent notice on the Services if a transaction takes place, as well as any choices you may have regarding your information.

4.0 HOW WE STORE AND SECURE INFORMATION WE COLLECT

4.1 Information storage and security

We use data hosting service providers in Kenya to host the information we collect, and we use technical measures to secure your data.

While we implement safeguards designed to protect your information, no security system is impenetrable and due to the inherent nature of the Internet, we cannot guarantee that data, during transmission through the Internet or while stored on our systems or otherwise in our care, is absolutely safe from intrusion by others.

4.2 How long we keep information

How long we keep information we collect about you depends on the type of information, as described in further detail below. After such time, we will either delete or anonymize your information or, if this is not possible (for example, because the information has been stored in backup archives), then we will securely store your information and isolate it from any further use until deletion is possible.

4.3 Account information

We retain your account information for as long as your account is active for a reasonable amount of time thereafter in case you decide to re-activate the Services. We also retain some of your information as necessary to comply with our legal obligations, to resolve disputes, to enforce our agreements, to support business operations, and to continue to develop and improve our Services. Where we retain information for Service improvement and development, we take steps to eliminate information that directly identifies you, and we only use the information to uncover collective insights about the use of our Services, not to specifically analyze personal characteristics about you.

4.4 Information you share on the Services

If your account is deactivated or disabled, some of your information and the content you have provided will remain in order to allow your team members or other users to make full use of the Services. For example, we continue to display messages you sent to the users that received them and continue to display content you provided.

4.5 Managed accounts

If the Services are made available to you through King's Wear Limited (e.g., your employer), we retain your information as long as required by the administrator of your account.

4.6 Marketing information

If you have elected to receive marketing emails from us, we retain information about your marketing preferences for a reasonable period of time from the date you last expressed interest in our Services, such as when you last opened an email from us or ceased using your King's Wear Limited account. We retain information derived from cookies and other tracking technologies for a reasonable period of time from the date such information was created.

5.0 HOW TO ACCESS AND CONTROL YOUR INFORMATION

You have certain choices available to you when it comes to your information. Below is a summary of those choices, how to exercise them and any limitations.

5.1 Your Choices

You have the right to request a copy of your information, to object to our use of your information (including for marketing purposes), to request the deletion or restriction of your information, or to request your information in a structured, electronic format, you will contact us as provided in the Contact Us section below to request assistance.

5.2 Your request and choices may be limited in certain cases

If fulfilling your request would reveal information about another person, or if you ask to delete information which we or your administrator are permitted by law or have compelling legitimate interests to keep. Where you have asked us to share data with third parties, you will need to contact those third-party service providers directly to have your information deleted or otherwise restricted. If you have unresolved concerns, you may have the right to complain to a data protection authority in the country, where you work or where you feel your rights were infringed.

5.3 Request that we stop using your information

In some cases, you may ask us to stop accessing, storing, using and otherwise processing your information where you believe we don't have the appropriate rights to do so. For example, if you believe a Services account was created for you without your permission or you are no longer an active user, you can request that we delete your account as provided in this policy. Where you gave us consent to use your information for a limited purpose, you can contact us to withdraw that consent, but this will not affect any processing that has already taken place at the time. You can also opt-out of our use of your information for marketing purposes by contacting us, as provided below. When you make such requests, we may need time to investigate and facilitate your request. If there is delay or dispute as to whether we have the right to continue using your information, we will restrict any further use of your information until the request is honored or the dispute is resolved, provided your administrator does not object (where applicable). If you object to information about you being shared with a third-party app, please disable the app or contact your administrator to do so.

5.4 Turn off Cookie Controls

Browser-based cookies are able to be disabled subject to the instructions and features of the browser you are using: please consult the help documentation specific to your browser to adjust your cookie controls. Turning off cookies will result in a degraded Service experience (including the inability to use the Service).

5.5 Data portability

Data portability is the ability to obtain some of your information in a format you can move from one service provider to another (for instance, when you transfer your mobile phone number to another carrier). Depending on the context, this applies to some of your information, but not to all of your information. Administrators have the right to export the SQL data from the Service - this standardized format ensures high portability, but is also monolithic and available only for the entire King's Wear Limited using the Service.

6.0 NOTICE TO END USERS

Where the Services are made available to you through an King's Wear Limited (e.g. your employer), that King's Wear Limited is the administrator of the Services and is responsible for the accounts and/or Service sites over which it has control. If this is the case, please direct your data privacy questions to your administrator, as your use of the Services is subject to that King's Wear Limited's policies. We are not responsible for the privacy or security practices of an administrator's King's Wear Limited, which may be different than this policy.

Administrators are able to:

- i. require you to reset your account password;
- ii. restrict, suspend or terminate your access to the Services;
- iii. access information in and about your account;
- iv. access or retain information stored as part of your account;
- v. install or uninstall third-party apps or other integrations

In some cases, administrators can also:

- i. restrict, suspend or terminate your account access;
- ii. change the email address associated with your account;
- iii. change your information, including profile information;
- iv. restrict your ability to edit, restrict, modify or delete information

Even if the Services are not currently administered to you by King's Wear Limited, if you use an email address provided by King's Wear Limited (such as your work email address) to access the Services, then the owner of the domain associated with your email address (e.g. your employer) will assert administrative control over your account and use of the Services at a later date.

If you do not want an administrator to be able to assert control over your account or use of the Services, use your personal email address to register for or access the Services. If an administrator has not already asserted control over your account or access to the Services, you can update the email address associated with your account through your account settings in your profile. Once an administrator asserts control over your account or use of the Services, you will no longer be able to change the email address associated with your account without administrator approval.

Please contact King's Wear Limited or refer to your administrator's King's Wear Limited policies for more information.

7.0 OUR POLICY TOWARDS CHILDREN

The Services are not directed to children under 18 years of age (and in applicable jurisdictions in Kenya, individuals under 18 years of age). We do not knowingly collect personal information from children under 18 years of age (and in applicable jurisdictions in Kenya, under 18 years of age). If we become aware that a child under 18 years of age (and in applicable jurisdictions, under 18 years of age) has provided us with personal information, we will take steps to delete such information. If you become aware that a child has provided us with personal information, please contact King's Wear Limited support team.

8.0 CHANGES TO OUR PRIVACY POLICY

We may change this privacy policy from time to time. We will post any privacy policy changes on this page and, if the changes are significant, we will provide a more prominent notice by adding a notice on the Services homepages, login screens, or by sending you an email notification. We encourage you to review our privacy policy whenever you use the Services to stay informed about our information practices and the ways you can help protect your privacy.

If you disagree with any changes to this privacy policy, you will need to stop using the Services and deactivate your account(s), as outlined above.

9.0 CONTACT US

Your information is controlled by King's Wear Limited. If you have questions or concerns about how your information is handled, please direct your inquiry to us through the contact details below:

King's Wear Limited
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Nairobi, Kenya
info@kings.co.ke
+254 720 203 333