

PRIVACY POLICY

Effective Date: 15 September 2026

Last Updated: 15 September 2026

I. Introduction

Bukua ("Bukua", "we", "us", or "our") is committed to protecting personal data and respecting the privacy rights of individuals. This Privacy Policy explains how Bukua collects, uses, stores, protects, discloses, and otherwise processes personal data when you:

- Visit or use our website (bukua.co.tz);
- Contact us through our website, email, telephone, or other communication channels;
- Request information about our products, platforms, or services;
- Interact with our digital applications and services; or
- Otherwise interact with Bukua in a manner that involves the processing of personal data.

Bukua processes personal data in accordance with applicable laws, including the **Personal Data Protection Act, 2022 of Tanzania**, the applicable regulations made under the Act, and other relevant data-protection requirements.

2. Who We Are

Bukua

Website: <https://bukua.co.tz>

Email: info@bukua.co.tz

Location: Dar es Salaam, Tanzania

For privacy-related enquiries, requests, or complaints, you may contact us using the details above.

3. Personal Data We May Collect

3.1 Information You Provide Directly

- Full name;
- Email address and telephone number;
- Physical, business, or delivery address;
- Job title and organization (where applicable);
- Account credentials and login details;
- Information contained in enquiries, support requests, or correspondence; and
- Any other information you voluntarily submit.

3.2 Technical and Usage Data

- IP address and device identifiers;
- Browser type, version, and operating system;
- Date, time, and duration of access;
- Pages visited and referring URL; and
- Security and diagnostic logs.

4. Sensitive Personal Data

Bukua applies additional safeguards to sensitive personal data (e.g., financial, biometric, identification, or health data). We process sensitive personal data strictly where there is an appropriate legal basis and where necessary for service delivery, legal compliance, or legitimate business purposes.

5. Purposes & Legal Basis for Processing

We process your personal data for the following lawful reasons:

- **Service Provision:** To deliver our services, process requests, and fulfill contractual obligations.
- **Customer Support:** To respond to inquiries and provide user assistance.
- **System Improvement:** To optimize system security, performance, and user experience.
- **Legal Obligations:** To comply with applicable laws, regulations, and statutory requirements in Tanzania.
- **Consent:** Where you have explicitly consented to specific processing activities (which you may withdraw at any time).

6. How We Share Personal Data

Bukua **does not sell personal data**. We may share data only with:

- Authorized internal personnel;
- Cloud hosting and infrastructure service providers;
- Payment gateway and billing processors;
- Legal authorities, regulators, or law enforcement bodies when legally mandated.

7. Data Security & Retention

- **Security:** We employ role-based access control, encryption, secure network architecture, and continuous monitoring to guard against unauthorized access, loss, or disclosure.
- **Retention:** We retain personal data only for as long as necessary to fulfill the operational purposes described or to meet legal and audit requirements. Once no longer required, data is securely deleted or anonymized.

8. Your Rights as a Data Subject

Under the Personal Data Protection Act, 2022 of Tanzania, you have the right to:

1. Access personal data held about you.
2. Request correction of inaccurate or incomplete data.
3. Request erasure or restriction of data processing.
4. Object to specific processing activities.
5. Lodge a complaint with the **Personal Data Protection Commission (PDPC) of Tanzania**.

9. Contact Us

For questions, requests, or privacy complaints, please reach out via:

- **Website:** <https://bukua.co.tz>
- **Email:** info@bukua.co.tz