KEYQUEST LIMITED — PRIVACY POLICY

Effective Date: October 1st 2023 **Company:** KeyQuest Limited **Location:** Nairobi, Kenya

1. Introduction

KeyQuest Limited ("KeyQuest," "we," "our," or "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store, and safeguard personal information when you interact with our website, digital platforms, coaching programs, mentorship services, and training products.

We comply with the **Kenya Data Protection Act (2019)** and all applicable regulations governing the processing of personal data.

2. Information We Collect

We may collect the following types of information:

A. Personal Information

- Full name
- Email address
- Phone number
- Business name and sector
- Payment details (processed securely through third-party providers)
- Identification documents when required for verification

B. Usage Data

- IP address
- Browser type
- Device information
- Pages visited and time spent on the site
- Cookies and similar tracking technologies

C. Training & Coaching Data

- Assessment results
- Feedback forms
- Participation records
- Progress tracking information

3. How We Use Your Information

We use your information to:

- Provide coaching, mentorship, and training services

- Personalize your learning experience
- Process payments and manage subscriptions
- Communicate updates, newsletters, and promotional content
- Improve our website and digital platforms
- Comply with legal and regulatory obligations

We do **not** sell your personal information to third parties.

4. Legal Basis for Processing

We process personal data based on:

- Your **consent**
- Performance of a **contract**
- Our **legitimate business interests**
- Compliance with **legal obligations**

5. Sharing Your Information

We may share your data with:

- Authorized KeyQuest staff and mentors
- Payment processors
- Technology service providers
- Government authorities when legally required

All third parties are required to maintain confidentiality and data protection standards.

6. Data Storage & Security

We implement administrative, technical, and physical safeguards to protect your data from unauthorized access, loss, or misuse. However, no system is completely secure, and we encourage users to take precautions when sharing information online.

7. Your Rights

Under the Kenya Data Protection Act, you have the right to:

- Access your personal data
- Request correction or deletion
- Withdraw consent
- Object to processing
- Request data portability

To exercise these rights, contact us at: **hello@keyquestltd.com**

8. Cookies

We use cookies to enhance user experience, analyze traffic, and personalize content. You can disable cookies through your browser settings, though some features may not function properly.

9. Third-Party Links

Our website may contain links to external sites. We are not responsible for the privacy practices or content of those websites.

10. Changes to This Policy

We may update this Privacy Policy periodically. Changes will be posted on this page with an updated effective date.

11. Contact Information

For questions or requests related to this Privacy Policy: **KeyQuest Limited** Email: **hello@keyquestltd.com**Phone: **(+254)-727-251477** Address: **Mayfair Maisonettes, Mpaka Rd - Westlands,Nairobi-Kenya**