

Privacy Policy

Last updated: 7 December 2015

This Policy describes the information management practices used by Mobenzi Technologies Pty Ltd ("Mobenzi", "we", "our", "us"). This Policy should be read in conjunction with our [Terms of Service](#). Access to or use of the Mobenzi platforms is subject to this Privacy Policy and you hereby agree to this Policy by interacting with or utilising our website, mobile applications, API, SDK or any related tools we provide (our "Services").

1. User-provided data ownership

Mobenzi provides a suite of technology platforms, which support mobile data collection, amongst other activities. The platforms allow users to design surveys, forms and interfaces which can be used to capture and collect various forms of data. Mobenzi may store and process information that is captured or imported by you or one of the users associated with your account. We may also store and process data that you instruct one of our employees to import or enter. This user-provided data remains your property and Mobenzi will not use, make available or share this information without your permission.

2. Access to your data

User-provided data are stored securely in our database management system ("DBMS"). By default, access to user-provided data via our Services is secured via a username and password authentication system or via a secure alternative such as OAuth. It is your responsibility to keep your password and login credentials secure.

Mobenzi staff will never access user-provided data, except where granted permission by you or a suitably authorised user associated with your account - and typically only to provide support or assistance. Mobenzi staff with access to user-provided data are bound by contractual confidentiality and non-disclosure agreements. Access to user-provided data by Mobenzi staff is controlled and audited by automated systems. Mobenzi staff are only able to access selected user-provided data via authorised computer terminals and access from these terminals may be terminated at any time.

If you do not comply with the Mobenzi Terms of Service, access to user-provided data may be suspended or terminated. Such measures will generally only be taken in extreme circumstances - but Mobenzi reserves the right, in its sole discretion to restrict complete or partial access to user-provided data.

If your use of the Mobenzi Services is terminated for any reason, Mobenzi reserves the right to permanently delete any user-provided data in its possession. Such measures will generally only be taken in extreme circumstances - but Mobenzi reserves the right, in its sole discretion to delete user-provided data once Services have been terminated.

3. Data retention

You can generally delete user-provided data yourself using one of the Service interfaces provided.

Should you provide a written request for us to delete user-provided data, we will remove data from our primary data stores. It may however not be possible to remove all traces of user-provided data for legal, operational, auditing and other reasons.

4. Use of your data

The Mobenzi Services may utilise "cookies" and other technical measures to enable us to monitor traffic and usage patterns and to serve users more efficiently. A cookie does not identify you personally but it does identify your device.

If you are using a web browser to access the Service you can set your browser to notify you when you receive a cookie and this will provide you with an opportunity to either accept or reject it in each instance.

We will not sell or otherwise share your personal information with a third party, or utilise your personal information for any purpose other than to deliver the Services.

Mobenzi and limited affiliates and partners can access non-identifying and aggregated usage information and transaction volumes in order to better understand how our customers are using the Services so we can improve the system design and where appropriate have the system prompt users with suggestions on ways to improve their own use of the system.

5. Data security and storage

By default, all data transferred between a user's device and our Services are encrypted. However, the Internet is not in itself a secure environment. Users should only interact with the Service within a secure environment by ensuring that their browser/device supports the encryption security used in connection with the Service and has up-to-date anti-virus software and all recommended security patches installed. Mobenzi is not responsible for the security of data stored on end-user devices.

User-provided data stored in the Mobenzi DBMS may be distributed and replicated across various geographic locations to ensure efficient access and mitigate interruptions which may affect a single location. Our primary data centre is professionally hosted and managed by Amazon Web Services in Ireland. For security reasons, specific details regarding the data centre's location are not divulged. Amazon certifies that it adheres to the Safe Harbor Privacy Principles agreed upon by the U.S. and (1) the European Union and (2) Switzerland, respectively. Access and storage controls for our Services are however administered by Mobenzi in South Africa as the custodian of that data. Where you access or input data from somewhere other than the country where the data is stored or to be stored, you consent to that data being transferred from one country to the other (including via any intermediate country) as a function of transmission across the internet.

6. Communication with users

Mobenzi may send billing information, product information, Service updates and Service notifications to you via email, push notifications and through other channels appropriate to the Service you are using. If your email address was captured when an account was created for you, you may be automatically added to an appropriate mailing list. Email communication will contain clear and obvious instructions describing how you can opt to be removed from the relevant list. You may not be able to opt-out of critical communications whilst you are still an active user of one or more of our Services.

You are responsible for checking the Privacy Policy of any third-party applications linked to in our communications and/or Services. We take no responsibility for the privacy practices or content of these third parties.

7. Contacting us

Please review the Contact page on our website and complete our contact form should you have any queries regarding our Privacy Policy or wish to update any incorrectly stored information we have for you. If you wish to query what personal information we have stored, please contact us. There may be a nominal administrative charge for processing such a request.