

Privacy Policy

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Introduction

Welcome to iWenze, your go-to platform for buying, selling, and discovering a wide range of goods and services within your community. We strive to create a safe, fair, and enjoyable environment for all users. By using the Service, you acknowledge that you have read, understood, and agree to comply with this Privacy Policy, our Terms and Conditions, and any other policies or guidelines that may be applicable to specific areas of the Service.

Protecting your privacy is our top priority. We implement robust security measures to safeguard your information from unauthorized access or disclosure. Your data is stored securely and used only for the purposes outlined in this Privacy Policy. This policy document explains the way we collect, use, disclose, and safeguard your information when you use the iWenze platform (the "Service"). Please read this Privacy Policy carefully. If you do not agree with the terms of this Privacy Policy, please do not access the Service.

Definitions

Clarification of Terms:

Our "Privacy Policy" outlines how we collect, use, and protect your personal data, and it is an integral part of the Terms and Conditions for use which govern the use of the iWenze website, mobile application and services (collectively, the "Service") offered by Computing Manager Local Technology Inc. (the "Company"), including any updates or modifications made by the Company over time.

Users ("you") are individuals or entities that access or use the Service, whether they have registered an account or not. When you create an "Account," you gain access to additional features of the Service. Upon registering for the service, Users may create an account specifically for making purchases, in which case they are referred to as "Buyers;" or they may create an account for making purchases and/or selling, in which case they are referred to as "Sellers."

"Content" includes any information, text, graphics, photos, videos, or other materials that appear on the Service, encompassing both user-generated content and proprietary content from iWenze.

"Transactions" are the exchanges or agreements involving goods, services, or funds between Buyers and Sellers, or Sellers and Sellers facilitated through the Service.

Additionally, the term "Third-Party Services" refers to any external services or content that may be linked to or integrated with our Service.

Collection of User Data

In order to provide the Service and improve over time, the Company may collect information on users as follows:

Usage Data: We may collect information about your usage of the Service, such as the pages you visit, the features you use, and the time and date of your visits.

Device Information: We may collect information about the device you use to access the Service, including the device type, operating system, browser type, and IP address.

Location Data: We may collect information about your location if you provide your consent. This data can help us provide location-based services and improve the functionality of our Service.

Personal Information: This includes information such as your name, email address, phone number, mailing address, and payment details.

Business Information: If you represent a business that sells through our platform, we may collect information related to your business, such as your business name, business address, tax identification number, and other relevant business details.

Non-Personal Information: This includes information that does not directly identify you, such as your browsing history, search preferences, and interactions with advertisements.

Transaction Information: We collect information related to your transactions on our platform, including product details, purchase history, payment information, and shipping details.

Use of User Data

Your information is used to operate and maintain the Service, personalize your experience, and improve our offerings. We analyze usage data to identify popular features and areas for enhancement. Additionally, we use transaction information to process orders and manage business sales, ensuring smooth and secure transactions. Specifically, the information collected from your use of the Service serves purposes such as:

- To provide, operate, and maintain the Service.
- To improve, personalize, and expand the Service. By analyzing usage data we identify which features are most popular and where we need to make enhancements.
- To understand and analyze how you use the Service, and how it could serve you better.
- To develop new products, services, features, and functionality.
- To process transactions and manage your orders to ensure payment processes are smooth and secure.
- To facilitate business sales, from discovery through delivery.
- To communicate with you, including sending you updates, newsletters, promotional materials, and other information related to the Service.
- To find and prevent fraud, protecting all users of the Service.
- To comply with legal obligations and ensure we meet regulatory requirements and have the ability to respond to legal requests.

Data Disclosure and Sharing

We may share your information in the following circumstances:

Third-Party Retailers: We may share your information with third-party retailers to facilitate transactions and provide the Service.

Service Providers: We may share your information with third-party vendors, service providers, contractors, or agents who perform services on our behalf, such as payment processing and email delivery.

Business Transfers: We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.

Legal Requirements: We may disclose your information if required to do so by law or in response to valid requests by public authorities (e.g., a court or a government agency).

Protecting Rights and Interests: We may disclose your information to protect the rights, property, or safety of the Company, our users, or others.

Your Data Protection Rights

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

Access: You have the right to request access to your personal information.

Rectification: You have the right to request that we correct any information you believe is inaccurate or complete information you believe is incomplete.

Erasure: You have the right to request that we erase your personal information, under certain conditions.

Restrict Processing: You have the right to request that we restrict the processing of your personal information, under certain conditions.

Object to Processing: You have the right to object to our processing of your personal information, under certain conditions.

Data Portability: You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

To exercise these rights, please contact us at admin@iWenze.com. We will respond within one month.

Retention of Your Information

We will retain your personal information only for as long as is necessary to fulfill the purposes for which it was collected, as described in this Privacy Policy, or as required by law. This retention period may vary depending on the type of information and the context in which it was collected. For example, we retain your account information for as long as your account is active and for a reasonable period thereafter in case you decide to reactivate the Service. Transaction-related data, including payment information and purchase history, is retained to comply with legal and regulatory requirements, provide customer support, and resolve disputes. Usage data is typically retained for shorter periods unless it is used to enhance security, improve the Service, or if we are legally obligated to retain it longer.

When your information is no longer necessary for the purposes for which it was collected or as required by law, we will securely delete, anonymize, or de-identify the information. We take appropriate measures to ensure that the deletion or anonymization process is thorough and irreversible.

Data Security

We implement appropriate technical and organizational measures and robust security measures to protect your information against unauthorized access, alteration, disclosure, or destruction. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee its absolute security.

Changes to This Privacy Policy

We may update this Privacy Policy periodically. We will notify you of any changes by posting the new Privacy Policy on this page and updating the effective date. You are encouraged to review this Privacy Policy regularly to stay informed about how we protect your information.

User Support and Contact Information:

We aim to be transparent about our data practices and strive to be accountable for how we handle your information. If you have any questions or concerns about this Privacy Policy or your data, please reach out to us. We are here to assist you.

For any questions or concerns about this Privacy Policy, your account, or the Service, please contact our user support team. You can reach us by:

- Email: admin@iWenze.com
- Phone: +243 826-684-256

Our support team is available Monday to Friday from 8:30 to 16:30 to assist you with any inquiries or issues you may have.

