

Vendora Privacy Policy

Last Updated: 15 January 2026

Vendora respects your privacy and is committed to protecting personal data in accordance with the **Kenya Data Protection Act, 2019** and internationally accepted data protection principles.

1. Scope of This Policy

This Privacy Policy explains how Vendora collects, uses, stores, and protects personal data relating to:

- Tenants (merchants)
 - End-Users interacting with Tenant storefronts
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2. Roles & Responsibilities

- **Tenants** are the **Data Controllers** for End-User data.
 - **Vendora** acts as a **Data Processor**, processing data on behalf of Tenants.
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3. Data We Collect

3.1 Tenant Data

- Business name and contact details
- Account credentials
- Billing information
- Usage and analytics data

3.2 End-User Data (Processed on Behalf of Tenants)

- Names
- Contact information
- Transaction details
- Device and session information

Vendora does not collect End-User data for independent commercial purposes.

4. Purpose of Processing

Data is processed to:

- Provide and operate the Platform
 - Facilitate transactions
 - Ensure platform security
 - Meet legal and regulatory obligations
 - Improve service performance
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5. Legal Basis for Processing

Processing is based on:

- Contractual necessity
 - Legitimate business interests
 - Legal obligations
 - Tenant instructions (for End-User data)
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6. Data Sharing

Vendora may share data only with:

- Payment processors
- Hosting and infrastructure providers
- Regulatory authorities when legally required

All third parties are contractually bound to data protection obligations.

7. Data Retention

- Data is retained only as long as necessary for operational or legal purposes.
 - Upon termination, data may be deleted or anonymized, subject to legal requirements.
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8. Data Security

Vendora implements:

- Encryption

- Access controls
- Secure infrastructure
- Regular monitoring and audits

No system is 100% secure, but we take reasonable measures to protect data.

9. Data Subject Rights

Where applicable, individuals may request:

- Access to their data
- Correction of inaccurate data
- Deletion or restriction of processing
- Data portability

Requests should be directed to the relevant Tenant or Vendora where applicable.

10. Cookies & Tracking

Vendora may use cookies and similar technologies for:

- Session management
 - Analytics
 - Performance optimization
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11. Cross-Border Transfers

Data may be processed or stored outside Kenya. Appropriate safeguards are applied to protect data.

12. Changes to This Policy

This Privacy Policy may be updated periodically. Continued use of the Platform signifies acceptance.

13. Contact Information

For privacy-related inquiries:

Email: support@vendora.co.ke