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# Privacy Policy

**Last Updated:** January 9, 2026

**Kenya Outsourcing** ("we," "us," or "our") operates **kenyaoutsourcing.com** (the "Site"). We are committed to protecting the privacy and security of your personal data.

This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, apply for membership, or engage with our industry resources. This policy is drafted in accordance with the **Data Protection Act, 2019 (Kenya)** and aligns with international best practices.

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## 1. Information We Collect

We collect information that identifies, relates to, describes, or could reasonably be linked to you ("Personal Data") in the following ways:

### A. Information You Provide to Us

- **Membership Inquiries:** Name, job title, company name, email address, phone number, and business details (e.g., sector, company size) when you apply for Silver, Gold, or Platinum membership.

- **Communications:** Records and copies of your correspondence when you contact us via email or our "Contact Us" forms.
- **Events & Newsletters:** Contact details provided when registering for webinars, summits, or downloading industry reports.

## B. Information We Collect Automatically

- **Usage Data:** IP address, browser type, operating system, referral URLs, and pages visited.
- **Cookies:** We use cookies to improve website functionality and analyze traffic. (See Section 8).

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## 2. Legal Basis for Processing

Under the Kenya Data Protection Act, 2019, we process your personal data based on the following legal grounds:

1. **Performance of a Contract:** To process your membership application and deliver membership benefits (e.g., directory listings, access to reports).
2. **Consent:** When you subscribe to our newsletters or agree to specific marketing activities. You may withdraw this consent at any time.
3. **Legitimate Interests:** To improve our services, secure our website, and advocate for the GBS (Global Business Services) sector.
4. **Legal Obligation:** To comply with regulatory requirements or law enforcement requests.

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## 3. How We Use Your Information

We use the collected data for the following purposes:

- **Membership Administration:** processing applications, renewals, and creating your profile in our Member Directory.
- **Business Matching:** To connect international buyers with Kenyan BPO/ITES service providers (only applicable if you opt-in to business matching programs).
- **Communication:** Sending administrative information, industry alerts, and policy updates.
- **Analytics:** Monitoring website usage to improve user experience and content strategy.

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## 4. Disclosure of Your Information

We do not sell your personal data. We may share your information with:

- **Service Providers:** Third-party vendors who perform services for us (e.g., website hosting, email delivery, event management) under strict confidentiality agreements.

- **Business Partners:** If you are a member, your business profile (including designated contact info) may be visible to other members or the public via our **Member Directory**, strictly based on your membership tier and privacy settings.
- **Legal Authorities:** If required to do so by law or in the good faith belief that such action is necessary to comply with Kenyan laws (e.g., Office of the Data Protection Commissioner).

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## 5. International Data Transfers

As an industry body connecting Kenya to the world, your information may be processed outside of Kenya (e.g., if our cloud servers are hosted abroad or if we connect you with international clients). We ensure appropriate safeguards are in place, such as standard contractual clauses, to protect your data during these transfers in compliance with the Data Protection Act.

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## 6. Data Security

We implement administrative, technical, and physical security measures to protect your personal information. These include SSL encryption for data in transit and restricted access protocols for our internal databases. However, please be aware that no security measures are perfect or impenetrable.

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## 7. Your Rights (Data Subject Rights)

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

- **Access:** Request a copy of the personal data we hold about you.
- **Rectification:** Request correction of false or misleading data.
- **Erasure:** Ask us to delete your personal data ("Right to be Forgotten"), subject to legal retention requirements.
- **Objection:** Object to the processing of your data for direct marketing purposes.
- **Data Portability:** Request transfer of your data to another entity.

To exercise these rights, please contact us at **[Insert Email Address]**.

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## 8. Cookies and Tracking

We use cookies to enhance your browsing experience.

- **Essential Cookies:** Necessary for the website to function.
  - **Analytics Cookies:** Help us understand how visitors interact with the site (e.g., Google Analytics).  
You can control cookie preferences through your browser settings.
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## 9. Contact Us

If you have questions about this Privacy Policy or our data practices, please contact our Data Protection Officer (DPO) at:

### Kenya Outsourcing

- **Email:** [jb@kenyaoutsourcing.com](mailto:jb@kenyaoutsourcing.com)
  - **Physical Address:** Europa Towers, 9th Floor Lantana Rd, Nairobi
  - **Phone:** +254 701945800
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