

DATA PRIVACY POLICY

INTRODUCTION

Throughout this policy, the terms “we”, “us” and “our” refer to **DISCOVERY LABS LIMITED**. **DISCOVERY LABS LIMITED** offers this solution, including all information, tools and services available from us to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.

We at **DISCOVERY LABS LIMITED** take our responsibilities under the data protection laws in Kenya (and internationally) seriously. The purpose of this policy is to help you understand how we collect, use, disclose and/or process the personal data you have provided to us and also to assist you in making informed decisions before giving us access to your personal data.

This statement should be read together with our Terms and Conditions for products and services.

By visiting our site, you engage in our “Service” and agree to be bound by this Data Privacy Policy, the following terms and conditions, including those additional terms, conditions and policies that may be referenced herein and/or available by hyperlink. This Data Privacy Policy apply to all users of the site, including without limitation users who are browsers, vendors, customers, merchants, and/ or contributors of content.

Please read this Data Privacy Policy carefully before accessing or using our services. By accessing or using any part of the site, you agree to be bound by this Data Privacy Policy. If you do not agree to all the terms and conditions of this Data Privacy Policy, then you may not access the website or use any Services.

Any new features or tools which are added to the current site shall also be subject to this Data Privacy Policy. You can review the most current version of our Data Privacy Policy at any time on this page. We reserve the right to update, change or replace any part of this Data Privacy Policy by posting updates and/or changes to our website. It is your responsibility to check this page periodically for changes. Your continued use of or access to the website following the posting of any changes constitutes acceptance of those changes.

COLLECTION AND USE OF PERSONAL INFORMATION

This **Privacy Policy** is meant to help you understand your rights as a data subject, what information we collect and use, how we process such information, share such information and most importantly how we protect your personal data.

WHAT INFORMATION DO WE COLLECT?

We may collect and process your personal data (also known as personal information) in order to provide better services to you. The information we collect, and how that information is used, depends on the information you provide, the information you allow us to collect, how you use our services and how you manage your privacy controls.

WHY WE COLLECT PERSONAL INFORMATION

DISCOVERY LABS LIMITED only collects personal information that is necessary for you to enjoy our services. Where additional, optional information is sought, we shall notify you of this at the point of collection.

We are permitted under law to process personal data under the following conditions: -

- Legal obligation: to fulfill legal obligations to capture information for the purpose of providing information to any public body or law enforcement agency;
- Legitimate interests: where it is in our legitimate interest in running a lawful business to do so in order to further that business, so long as it does not outweigh your interests. Examples of legitimate interest include;

- To offer information and/or services to individuals who visit our website.
- To prevent fraud or criminal activity and to safeguard our IT systems.
- To conduct, and analyze, our marketing activities.
- To meet our corporate and social responsibility obligations.
- To exercise our fundamental rights including our freedom to conduct a business and right to property.

- Client/Customer consent: where we have obtained your consent to process their data in a particular way.

HOW WE USE PERSONAL INFORMATION

What information is collected

The information we collect and store about you includes but is not limited to the following:

- Your identity including your name, address, location, phone number, identity document type and number, date of birth, email address, age, and gender.
- Your contact with us, such as when you call us or interact with us through social media (we may record your conversations, social media, or other interactions with us)
- Your project name under which you have files that require transcription.
- The audio files that you require transcribed or translated.

How we collect your information

We collect your personal information with your knowledge and consent when you do any of the following (please note that this list is not exhaustive):

- Apply for a specific product or service;
- Ask for more information about our product or service or contact us with a query or complaint;
- Respond to or participate in a survey, marketing promotion, prize competition or special offer;
- We may also collect your information from other organizations including Credit Reference Bureaus, fraud prevention agencies and business directories;
- We may collect your information when you interact with us as a supplier as prescribed in this statement;
- When you visit any of our premises;
- When you interact with our sales agents, they may collect personal information.

Why we collect your information

We may collect, use and analyze your Personal information for the following reasons:

- Processing products and services that you may have requested, bought, or interacted with from DISCOVERY LABS LIMITED's various channels;

- Assessing suitability for products and services;
- Responding to any of your queries or concerns;
- Keeping you generally informed about new products and services, offers or promotions and contacting you with any new product unless you opt out of receiving such marketing messages (you may contact any of our subsidiaries at any time to opt out of receiving marketing messages or by sending stop to the number provided in the SMS);
- To comply with any legal, governmental or regulatory requirement or for use by our lawyers in connection with any legal proceedings;
- In business practices including quality control, training and ensuring effective systems operations;
- To understand how you use our products and services for purposes of developing or improving our products and services;
- Preventing and detecting fraud or other crimes and for debt recovery;
- For research, statistical, survey and other scientific or business purposes;
- Provide aggregated data (which do not contain any information which may identify you as an individual) to third parties for research and scientific purpose;
- To administer any of our online platforms/websites.

LAWFUL BASIS FOR PROCESSING OF YOUR PERSONAL INFORMATION

We process your personal information based on any of the lawful basis provided for under the Data Protection Laws including.

- The performance of a Product/Service Agreement with you;
- Our legitimate business interests;
- Compliance with a mandatory legal obligation;
- With your express and implied consent;
- Public interest;
- Your vital interest.

RETENTION OF PERSONAL INFORMATION

DISCOVERY LABS LIMITED will only retain your personal data for as long as is reasonably necessary to fulfill the purposes we collected it.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorized use or disclosure of your personal data, the purposes for which we process your personal data, and whether we can achieve those purposes through other means, the need to comply with our internal policies and the applicable legal, regulatory, tax, accounting or other requirements.

DISCLOSURE OF PERSONAL INFORMATION

We will respect the confidentiality of the personal data you provide to us.

Any disclosure of your information shall be in accordance with applicable laws and regulations. The company shall assess and review each application for information and may decline to grant such information to the requesting party.

We may disclose your information to:

- Law-enforcement agencies, regulatory authorities, courts or other statutory authorities in response to a demand issued with the appropriate lawful mandate and where the form and scope of the demand are compliant with the law.
- Our associates, partners, software developers or agents who are involved in delivering the company's products and services you order or use;
- Fraud prevention and Anti-money laundering agencies, credit- reference agencies;
- Publicly available and/or restricted government databases to verify your identity information in order to comply with regulatory requirements;
- Debt-collection agencies or other debt-recovery organizations;
- Survey agencies that conduct surveys on behalf of the company;
- Any other person that we deem legitimately necessary to share the data with

We shall not release any information to any individual or entity that is acting beyond its legal mandate.

DIRECT MARKETING

We may use your personal data to conduct market research and surveys with the aim of improving our products and services and for marketing purposes, promotional events, competitions, and lucky draws.

You may opt out of such direct marketing by sending us a request to stop sending you direct marketing messages at any time by writing to us at: support@imla.io

ACCESS TO AND UPDATING YOUR INFORMATION

If you believe that our records contain inaccurate or incomplete information about you, please visit any of our branch outlets to make the necessary amendments. Some changes will only be made once the necessary supporting documentation has been obtained. We will take reasonable steps to investigate your concerns and correct inaccurate information in a timely manner.

SAFEGUARDING AND PROTECTION OF PERSONAL INFORMATION

DISCOVERY LABS LIMITED has put in place strict technical and operational measures to protect your information from unauthorized access, accidental loss, or destruction.

In order to provide further safeguarding measures, **DISCOVERY LABS LIMITED's** Employees, Suppliers, Service Providers, and Consultants are equally bound by this Data Privacy Policy and are obliged to uphold it at all times and we reserve the right to take action against any employee, suppliers, service provider and consultant who breach this policy in any manner.

CUSTOMER/ CLIENT/CONSUMER RIGHTS

Subject to legal exceptions, you have secured rights under data protection laws in relation to your personal data. These include;

- The right to be informed that we are collecting personal data about you;
- The right to access personal data that we hold about you and request information about how we process it;
- The right to request that we correct your personal data where it is inaccurate or incomplete;
- The Right to request that we erase your personal data noting that we may continue to retain your information if obligated by the law or entitled to do so;
- The right to object and withdraw your consent to the processing of your personal data. However, we may continue to process your personal data if we have a legitimate or legal reason to do so;
- The right to request restricted processing of your personal data noting that we may be entitled or legally obligated to continue processing your data and reasonably refuse your request;
- The right to request the transfer of your personal data in [an electronic format].

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

COOKIES

We may use cookies and similar technologies on our websites and apps and in our emails. Cookies are text files that gather small amounts of information, which your computer or mobile device stores when you visit a website or use an app. When you return to the website or app, or visit websites and apps that use the same cookies, they recognize these cookies and so does your device.

We use cookies to do many different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improving your online experience. They can also help to make sure that the ads you see online are more relevant to you and your interests. We also use similar technologies such as pixel tags and JavaScript for these purposes.

We also use cookies in some of our emails to help us understand how you interact with our emails and to help us improve our future email communications. These cookies also help us make sure that the ads you see online are more relevant to you and your interests.

The terms and conditions of our websites and apps give you more information on cookies, how and where we use them, and how you can control them. For more information on our Terms of Service as well as Cookies Policy please visit this link, [terms and conditions](#).

RIGHT TO LODGE COMPLAINT

You have the right to lodge a complaint with the relevant supervisory authority that is tasked with personal data protection within the Republic of Kenya.

CONTACT INFORMATION

If you would like to contact us on any topics in this privacy policy, you can contact us or submit a request via our contact information below;

Name: Discovery Labs Limited

Email: support@imla.io

Location: 43 Dove Close, Kuwinda Road, Karen, Nairobi, Kenya

Telephone Number: +254720572303

AMENDMENTS TO THIS POLICY

We have the right, in our sole and absolute discretion, to change, modify, or amend any portion of this Policies at any time by posting a notification on **DISCOVERY LABS LIMITED's** Web Site or otherwise communicating the notification to you. The changes will become effective and shall be deemed accepted by you, after the initial posting and shall apply on a going-forward basis after the posting date. In the event that you do not agree with any such modification, your sole and exclusive remedy is to terminate your use of the Service.

SEVERABILITY

In the event that any provision of this Policy is determined to be unlawful, void or unenforceable, such provision shall nonetheless be enforceable to the fullest extent permitted by applicable law, and the unenforceable portion shall be deemed to be severed from this Policy, such determination shall not affect the validity and enforceability of any other remaining provisions.

GOVERNING LAW

These Terms of Service and any separate agreements whereby we provide you Services shall be governed by and construed in accordance with the laws of Kenya.

Policy Effective Date

25TH MAY 2023

I have read and understood this data privacy policy and I consent to my information being utilized as provided by the policy.