

PRIVACY POLICY

Kenyan-Coffee.com | Roast and Grind Africa Ltd | Effective 14 August 2026

1. Who We Are

Roast and Grind Africa Ltd operates Kenyan-Coffee.com, an online store for Kenyan coffee and related products and services. Privacy enquiries: roastandgrindafrica@gmail.com or 0116905001.

2. Information We Collect

- Name, email, telephone number and delivery address.
- Order, payment and transaction details needed to fulfil purchases.
- Customer communications and support enquiries.
- Technical information such as browser/device information, IP address and website activity where collected by the website or service providers.
- Marketing preferences where applicable.

3. How We Use Personal Data

- Process and fulfil orders and arrange delivery.
- Communicate about orders, payments, delivery and support.
- Maintain accounting, tax, security, fraud-prevention and business records.
- Improve the website, products and customer experience.
- Send marketing communications where permitted and appropriately opted into.
- Comply with applicable legal and regulatory obligations.

4. Sharing

We may share information only as reasonably necessary to operate the business, including with payment providers, couriers, hosting/technology providers, professional advisers and competent authorities where legally required. We do not sell personal data as a business.

5. Data Protection

We aim to process personal data lawfully, fairly and transparently; collect it for specified purposes; minimise unnecessary collection; maintain accuracy; limit retention; and apply appropriate security safeguards.

6. Your Rights

Subject to applicable law and lawful limitations, you may have rights to be informed, access your data, request correction, request deletion where applicable, object to or restrict certain processing, and exercise other rights under Kenyan data-protection law.

7. Retention

We retain information only as reasonably necessary for its purpose, including order fulfilment, accounting, tax, dispute resolution, fraud prevention and legal obligations.

8. Cookies

The website and service providers may use cookies or similar technologies for essential functions, preferences and analytics. Where required, appropriate notices or choices will be provided.

9. Security

We use reasonable technical and organisational safeguards appropriate to the information processed. No internet transmission or electronic storage system can be guaranteed completely secure.

10. Changes

We may update this policy when our services, technology or legal obligations change. The latest version will be posted with its effective date.

11. Contact

Roast and Grind Africa Ltd Kenyan-Coffee.com Email: roastandgrindafrica@gmail.com Telephone: 0116905001

Template notice: This is a practical business policy template and not a substitute for legal advice. Before final publication, the company should have it reviewed by a Kenyan advocate for its exact circumstances, registrations, payment providers, delivery arrangements and regulatory obligations.