

JOJO CONNECT Privacy Notice

Version: 2.0

Effective date: September 2026

Last updated: September 2026

This Privacy Notice explains how JOJO Technologies handles personal data when operating JOJO CONNECT and related support services. It is intended to be read with our Terms of Service and applies to customers, account users, hotspot users, merchants, leased-account staff and support contacts.

1. Personal data we process

Depending on how you use the service, we may process identity and contact details, account and team records, payment references and status, device identifiers, session and usage records, router telemetry, support messages and attachments, security logs, and records required for accounting, fraud prevention and legal compliance. We do not ask you to send passwords, one-time codes, M-PESA PINs, API secrets or router credentials through support chat.

2. Why we process data

We process data to provide and secure connectivity, administer accounts and packages, process and reconcile payments, support customers and merchants, operate routers, prevent fraud and abuse, meet legal or accounting obligations, and improve reliability. Processing is undertaken only on an applicable lawful basis, including performance of a contract, consent where required, legal obligation, legitimate interests that do not override your rights, or another basis permitted by applicable law.

3. Sharing and access controls

Access is role-based and limited to the information needed for a task. Authorised JOJO Technologies finance personnel may access finance records needed for finance operations. Technical and support roles receive the least information necessary for troubleshooting. Sensitive views, exports and material changes are designed to be auditable.

We may use necessary service providers for infrastructure, communications, payment support, security and professional services. We require appropriate safeguards from providers handling data for us. We do not sell personal data. Data is not transferred outside Kenya unless appropriate safeguards, consent or another lawful basis applies.

4. Retention and security

We keep data only for as long as reasonably necessary for service delivery, security, accounting, dispute handling and legal obligations. When information is no longer required, it is deleted or anonymised in accordance with applicable retention requirements and technical capability. We use measures such as access controls, encryption where appropriate, secure transmission, logging and incident handling; however, no internet service can guarantee absolute security.

5. Your rights and requests

Subject to applicable law, you may ask to be informed about the use of your data, request access to data we hold about you, object to processing in appropriate circumstances, request correction of inaccurate or misleading data, and request deletion where applicable. To protect you, we may need to verify your identity before acting on a request. You may also raise a concern with the Office of the Data Protection Commissioner in Kenya.

For privacy requests, write to legal@jojotech.co.ke with enough detail for us to understand the request. Do not include passwords, one-time codes, M-PESA PINs or other secrets.

6. Leased accounts

For leased accounts, the leased operator may determine certain purposes and instructions for its customers' data, while JOJO Technologies processes data to operate, secure and support JOJO CONNECT. Leased operators remain responsible for giving their customers any notices and obtaining any permissions required for their own collection and use of personal data.

7. Changes and contact

We may update this Notice to reflect changes in our services, processing or legal requirements. The current version is published with its effective date.

Privacy and legal requests: legal@jojotech.co.ke; operational support: support@jojotech.co.ke; location: Nairobi, Kenya.