

Welcome to KKRAFT Online Store. We value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and protect information when you visit our website or request our services.

By using this website, you agree to the practices described in this Privacy Policy.

## 1. Information We Collect

We may collect the following information:

### Personal Information

When you request a quotation, contact us, or interact with our website, we may collect:

- \* Full Name
- \* Company Name
- \* Email Address
- \* Phone Number
- \* Country
- \* Delivery or project information
- \* Special instructions or notes
- \* Uploaded reference images or artwork

### Product Information

When requesting a quotation, we may collect product specifications including:

- \* Product selections
- \* Quantities
- \* Dimensions
- \* Materials
- \* Packaging preferences
- \* Custom notes
- \* Uploaded design references

### Technical Information

We automatically collect certain information including:

- \* IP Address
- \* Browser type
- \* Device information
- \* Operating system
- \* Language preferences
- \* Pages visited
- \* Time spent on pages
- \* Referral source

## 2. How We Use Your Information

We use your information to:

- \* Process quotation requests
- \* Respond to enquiries
- \* Prepare project estimates
- \* Communicate regarding your request
- \* Improve our products and services
- \* Improve website performance

- \* Prevent fraud or misuse
- \* Maintain website security
- \* Comply with legal obligations

**We do not sell your personal information.**

### **3. Uploaded Files**

Reference images, logos, artwork, or design files uploaded through our quotation forms are used solely for:

- \* Understanding your project requirements
- \* Preparing quotations
- \* Production planning
- \* Internal communication

Uploaded files are stored securely and are only accessible to authorized staff.

### **4. Cookies**

Our website uses cookies to improve your browsing experience.

Cookies help us:

- \* Remember your cookie preferences
- \* Maintain your shopping cart
- \* Improve website functionality
- \* Analyse website usage
- \* Enhance user experience

You may choose to accept all cookies or only necessary cookies.

Disabling cookies may affect certain website features.

### **5. Google Translate**

Our website may offer automatic translation using Google Translate.

Translations are provided for convenience only and may not always be completely accurate. In case of any differences, the English version shall prevail.

### **6. Analytics**

We may use website analytics tools to understand how visitors use our website.

These tools may collect anonymous information including:

- \* Pages viewed
- \* Device type
- \* Browser
- \* Country
- \* Session duration
- \* General website interactions

This information is used solely to improve our website.

## **7. How We Protect Your Information**

We implement appropriate security measures including:

- \* Secure hosting
- \* Firewall protection
- \* Malware monitoring
- \* reCAPTCHA verification
- \* Access controls
- \* Regular software updates
- \* Encrypted connections (HTTPS)

While we strive to protect your information, no method of internet transmission can be guaranteed to be completely secure.

## **8. Sharing Your Information**

We may share information only when necessary with trusted service providers including:

- \* Email service providers
- \* Hosting providers
- \* Payment providers (where applicable)
- \* Courier or logistics partners
- \* Government authorities where legally required

We never sell your personal information to third parties.

## **9. Data Retention**

We retain information only for as long as necessary to:

- \* Respond to enquiries
- \* Manage quotations
- \* Complete projects
- \* Meet accounting requirements
- \* Comply with legal obligations

After this period, information may be securely deleted.

## **10. Your Rights**

Depending on applicable laws, you may request to:

- \* Access your personal information
- \* Correct inaccurate information
- \* Update your information
- \* Request deletion of your information
- \* Withdraw consent where applicable

Requests can be submitted using the contact details below.

## **11. Third-Party Services**

Our website may link to third-party services including:

- \* Google Translate
- \* Google reCAPTCHA
- \* Google Maps
- \* Social media platforms

These services operate under their own privacy policies. We encourage you to review those policies before using their services.

## **12. Children's Privacy**

Our website is intended for business and commercial use.

We do not knowingly collect personal information from children under the age required by applicable law without appropriate consent.

## **13. International Visitors**

If you access our website from outside Kenya, you understand that your information may be processed and stored in Kenya or other countries where our service providers operate.

## **14. Changes to This Policy**

We may update this Privacy Policy periodically to reflect changes in our services or legal requirements.

The updated version will always be available on this page with a revised Effective Date.

## **15. Contact Us**

If you have any questions regarding this Privacy Policy or how your information is handled, please contact us.

**\*\*KKRAFT Store\*\***

Email: [info@kkraft.net](mailto:info@kkraft.net) / [store@kkraft.co](mailto:store@kkraft.co) / [studio@kkraft.net](mailto:studio@kkraft.net)

Website: <https://kkraft.co>

By using this website, requesting quotations, uploading files, or continuing to browse our website, you acknowledge that you have read and understood this Privacy Policy.