**PRIVACY POLICY**

**Introduction**

1) Africa Business Jumpstart is committed to protecting and respecting your privacy. For the purposes of data protection legislation, we are the data controller and we will process your personal data in accordance with the General Data Protection Regulation (EU) 2016/679 and national laws which relate to the processing of personal data. Please read the following to understand how we treat your information. If you have any questions, you should feel free to contact us at [info@africajumpstart.com](mailto:info@africajumpstart.com)

**What is personal information?**

2) Personal information is information that relates to a living individual and allows that individual to be identified.

2.1) Certain types of personal information are categorised as 'sensitive personal data', this is information which relates to racial or ethnic origin, political opinions, religious beliefs, membership of a trade union, physical or mental health, sexual life, alleged or real offences and proceedings from offences. Africa Business Jumpstart does not hold sensitive personal data.

**How do we collect information?**

3) You may provide personal information to us when communicating with us such as your name, address, telephone number and email address;

3.1) You may communicate with us when making or responding to a request for payment of a course, for training, as a supplier or indeed for any other reason.

3.2) Whenever you communicate with us we may need to obtain personal details about you to enable us to perform any actions that may be required as a result of that contact. For example, we might need your credit card or bank account details in order to process a payment or refund.

3.3) We will only request personal information that is appropriate for the management of our business and the information / services you have required. You may refuse to provide information if you deem any requests to be inappropriate.

**How do we use your personal information?**

4)The purpose for which we process your personal details are to allow us to manage your training & product or service requests you made and conduct our legitimate business. Specifically:

* 1. To enable us to comply with our legal and regulatory obligations
  2. Communicate with you when you purchase a product or service from us in order to facilitate that;
  3. To process any payments made by you
  4. To process any refunds due to you
  5. To invite you to events and send you our Africa business tips & blog articles
  6. We may publish your feedback on our website and in other marketing materials (but only with your prior consent)
  7. From time to time, we may communicate with you regarding other matters that we believe to be of interest.

**When you use our website/s please be aware that  
  
5)** Protecting the security of your personal information is very important to us. When we store information that you have provided to us on-line, that information is protected by security measures that include “firewalls” (a combination of computer hardware and software that helps keep unauthorized visitors from accessing information within our computer network), “intrusion detection systems” (a combination of computer hardware and software that helps detect any unauthorized visitors) and other tools such as data encryption and physical security, where appropriate. Unfortunately, no data transmission over the Internet or data repository can be guaranteed to be 100% secure. As a result, whilst the Company strives to protect your personal information and privacy, we cannot guarantee or warrant the security of any information you disclose or transmit to us online and cannot be responsible for the theft, destruction, or inadvertent disclosure of your personal information.

5.1) Please be aware that when you are on our website, or when you receive an email message from us, you could be directed to other sites that are beyond our control. There may be links to other sites from our website’s pages or from the email message we send to you that take you outside our site. These other sites may send their own cookies to visitors, collect data, or solicit personal information. The privacy policies of these other sites may be significantly different from this Privacy Policy. We are not responsible for the privacy practices of these other sites and cannot guarantee the security of any of your personal information collected there. Note that when you link to a third party site from the site, you may see pre-populated data fields with your personal information; however, that information is not available to the third party unless you take certain actions on the third party’s site, such as submitting a form.

5.2) Service Email messages are required to fulfill the Service to you. You may opt out of these communications at any time. If you do not wish to receive them you may opt-out and/or deactivate your account by clicking the unsubscribe button contained in any automated email we may send you; and/or email us at [info@africajumpstart.com](mailto:info@africajumpstart.com)**.**

**Who may we disclose your personal details to?**

6.) We will not sell your information to any party;

6.1) Any companies within our group (including any subsidiaries), or holding companies of which Dr. Harnet Bokrezion is the business owner.

6.2) Staff members and third party companies (for example Kajabi for hosting our trainings & products and Stripe for managing online payment) in order to provide our service to you. These are highly renowned third parties that also comply with GDPR policy.  
  
6.3) IT Software providers that host and store data on our behalf to allow us to provide our services online. Please note that in certain circumstances this information may be processed in the United States and other jurisdictions outside the EU area.  
  
6.4) Our professional advisors including legal advisors, accountant.  
  
6.5) We may also disclose personal data to the police, regulatory bodies, or similar third parties where we are under a legal duty to disclose or share personal data in order to comply with our legal obligations, or in order to enforce or apply our website terms and conditions and other agreements, or to protect our rights, property, or safety of our customers and staff.

**How will we correspond with you**  
  
7) In addition to the communications listed in Section 3 where you have purchased our services and indicated that you would like to receive emails about our products and events or provided us with your details at a training event, we may use your personal data for our legitimate interests in sending you details about our goods and services which we believe will be of interest to you.

7.1) You have the right to opt-out of receiving marketing correspondence from us at any time. To opt-out (or unsubscribe) you can either:

Click the unsubscribe button contained in any marketing email we may send you; and/or email us at [info@africajumpstart.com](mailto:info@africajumpstart.com), providing us with your name and contact details. We will remove you from our marketing lists within 2 working days of receiving your request.

**Storing your personal information**

8) We are committed to protecting your personal details

8.1) When you enter sensitive information (such as a credit card number) on our payment forms, our world-wide renowned 3rd party platforms such as Kajabi and Stripe encrypt that information using Secure Socket Layer (SSL) technology.

We follow generally accepted industry standards to protect the information submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic, or physical storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

**Ensuring the accuracy of your personal information**

9) We are committed to keeping your personal details accurate. Please notify us of any changes you wish to make in writing.

9.1) Data Protection legislation gives you the right to object to the processing of your personal data in certain circumstances, and to withdraw your consent where this has been given. You also have the right to access information held about you. If you would like a copy of some or all of your personal information, please send an email to: [info@africajumpstart.com](mailto:info@africajumpstart.com)

**How long will we keep your personal data**  
  
10) We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including any accounting or legal requirements, this will not normally exceed a 10 year period or for as long as you wish you remain a follower, customer, or client.

**Privacy Policy for Children**

11) We do not knowingly collect information from children under the age of 16 on the Site or through the Service. If you are under the age of 16, please do not provide any information to us. If we become aware that we have collected information from a child under the age of 16, we will need parental consensus.

**Contacting Us**

We value your opinions. If you have comments or questions about our privacy policy, please send them to Africa Business Jumpstart at [info@africajumpstart.com](mailto:info@africajumpstart.com).