



House Finder KE

YOUR DREAM HOME AWAITS

+254-724343314

infor@housefinderke.com

www.housefinderke.com

P.O Box 556-00625, Village Market

HOUSEFINDERKE APP – PRIVACY POLICY

Effective Date: 29/10/2025

Last Updated: 29/10/2025

At HouseFinderKe, we value your privacy and are committed to protecting your personal data. This Privacy Policy explains how we collect, use, store, and protect information when you use our app or website.

By using the House Finder App, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We collect the following types of information to provide and improve our services:

a. Personal Information

When you create an account or use our services, we may collect:

- Full name
- Email address
- Phone number
- Location details (for nearby property searches)
- Identification details (for verified agents)

b. Property Information

If you list or search for properties, we may collect:

- Property details (location, price, size, photos, etc.)
- Ownership verification data (for agents or property owners)

c. Usage Data

We automatically collect:

- Device information (type, model, operating system)
- IP address
- Browser type
- App usage patterns and crash reports

d. Cookies and Tracking

We use cookies and similar technologies to improve your browsing experience, save preferences, and analyze usage trends.

2. How We Use Your Information

We use your data for the following purposes:

- To create and manage user accounts
- To display property listings and connect buyers, sellers, and agents
- To personalize your search experience
- To send notifications, updates, or promotional messages
- To improve app functionality, security, and customer support
- To comply with legal and regulatory obligations

3. Legal Basis for Processing

We process your personal data based on:

- Your consent (e.g., when signing up or subscribing)
- Performance of a contract (providing requested services)
- Legal obligation (complying with government or court requests)
- Legitimate interests (app improvement and fraud prevention)



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4. Data Sharing and Disclosure

We do not sell your personal information.

However, we may share data in the following cases:

- With verified real estate agents, to facilitate property inquiries
- With service providers (e.g., payment processors, hosting companies)
- When required by law, court order, or government authority
- In case of a business transfer, merger, or acquisition

All partners are bound by confidentiality and data protection agreements.

5. Data Storage and Security

We use modern security measures to protect your information from unauthorized access, alteration, disclosure, or destruction.

These include:

- Data encryption and secure servers
- Regular system updates and backups
- Access control and monitoring

However, no system is 100% secure. You are encouraged to protect your account by keeping your password confidential.

6. Your Rights

Under Kenya's Data Protection Act (2019) and related laws, you have the right to:

- Access the personal data we hold about you
- Request correction or deletion of your data

To exercise your rights, contact us using the details below.

7. Data Retention

We retain your personal data only as long as necessary to:

- Fulfill the purposes outlined in this policy
- Comply with legal obligations
- Resolve disputes or enforce agreements

After this period, data will be securely deleted or anonymized.

8. Children's Privacy

Our services are not intended for users under 18 years of age.

We do not knowingly collect personal data from minors. If we discover that we have, we will delete it immediately.

9. International Data Transfers

If we transfer your data outside Kenya, we ensure it is protected under equivalent privacy safeguards and agreements that meet legal requirements.

10. Updates to This Policy

We may update this Privacy Policy occasionally to reflect changes in our practices or legal obligations.

11. Contact Us

If you have any questions or concerns about this Privacy Policy or how your data is handled, please contact us:

HouseFinderKe App

Email: info@housefinderke.com