



COOKIE POLICY

Version 1.0

Issued By

Asazia Technologies Limited

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Document Owner

Legal Department
Asazia Technologies Limited

Applicable To

This Cookie Policy applies to all users and any individual accessing or interacting with miGuy Platforms.

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OFFICIAL NOTICE

This **Cookie Policy** explains how **Asazia Technologies Limited**, the owner and operator of the **miGuy** platform ("miGuy", "we", "our", or "us"), uses cookies and similar technologies when you access or use the miGuy website, mobile applications, APIs, customer support portals, communications, and other related digital services (collectively, the "**Platform**").

This Cookie Policy forms an integral part of the following miGuy legal documents:

- Terms of Use & Services Agreement
- Privacy Policy
- Dispute Resolution & Claims Policy
- Community Standards
- Acceptable Use Policy
- Verification Policy

- Refund Policy
- Service Provider Standards
- Any additional legal policies published by Asazia Technologies Limited from time to time.

By accessing or using the Platform, you acknowledge that you have read and understood this Cookie Policy and consent to the use of cookies and similar technologies as described herein, subject to your choices and applicable law.

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The **miGuy** name, logo, software, website, mobile applications, APIs, trademarks, service marks, proprietary technologies, databases, verification systems, trust framework, artificial intelligence systems and all related intellectual property are the exclusive property of **Asazia Technologies Limited** and are protected under applicable intellectual property laws.

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Volume I

1. PURPOSE OF THIS POLICY

1.1 Purpose

The purpose of this Cookie Policy is to explain, in a transparent and comprehensive manner, how miGuy uses cookies and similar technologies to operate, secure, improve and personalize the Platform.

This Policy also explains:

- what cookies are;
- the different categories of cookies used by the Platform;
- why cookies are necessary;
- how Users may manage cookie preferences;
- how third parties may place cookies through the Platform;
- the rights available to Users regarding cookies; and
- how cookie-related personal data is processed.

1.2 Commitment to Transparency

Asazia Technologies Limited is committed to maintaining a high standard of transparency regarding the technologies used on the Platform.

Users should be able to understand:

- what information is collected;
- how that information is collected;
- why it is collected;
- how long it is retained;
- with whom it may be shared; and
- how Users may exercise available choices.

1.3 Relationship with Other Policies

This Cookie Policy should be read together with the miGuy:

- Terms of Use & Services Agreement;
- Privacy Policy;
- Acceptable Use Policy;
- Community Standards;
- Verification Policy; and
- all other policies incorporated into the Terms of Use.

Where another policy governs a particular matter more specifically, that policy shall prevail to the extent of any inconsistency.

2. SCOPE AND APPLICATION

2.1 Covered Platforms

This Policy applies to cookies and similar technologies used on or in connection with:

- the miGuy website;
- Android mobile applications;
- iOS mobile applications;
- Progressive Web Applications (PWAs);
- customer support portals;
- help centres;
- booking systems;
- messaging systems;
- payment interfaces;
- verification portals;
- promotional microsites;
- APIs where applicable; and
- any future digital products operated by Asazia Technologies Limited.

2.2 Covered Users

This Policy applies regardless of whether a person is:

- browsing without creating an account;
- creating an account;
- logged into an account;
- booking services;
- providing services;
- making payments;
- communicating through the Platform; or
- accessing support services.

2.3 Future Services

This Policy also applies to future products, features, integrations or technologies introduced by Asazia Technologies Limited unless a separate policy expressly governs those services.

3. DEFINITIONS

For purposes of this Policy:

"Cookie" means a small text file or similar technology placed on a device to store information or recognize a browser or application.

"Device" means any computer, smartphone, tablet, wearable device or other equipment capable of accessing the Platform.

"Session Cookie" means a cookie that expires when the browsing session ends.

"Persistent Cookie" means a cookie that remains on a device until deleted or until its expiry date.

"First-Party Cookie" means a cookie placed directly by Asazia Technologies Limited.

"Third-Party Cookie" means a cookie placed by an independent third party providing services to the Platform.

"SDK" (Software Development Kit) means software components integrated into mobile applications to provide functionality such as analytics, crash reporting, payments, authentication or messaging.

"Pixel" means a small piece of code used to collect information regarding interactions with digital content.

"Local Storage" means browser-based storage used to retain information on a device.

"Web Beacon" means an electronic image or code used to monitor interactions with digital content.

4. WHAT ARE COOKIES?

Cookies are small files or comparable technologies that enable websites and mobile applications to recognize devices, remember preferences and improve the user experience.

Cookies do **not** ordinarily identify a person directly. Instead, they identify a browser, application instance or device using unique identifiers.

Cookies allow the Platform to:

- maintain secure login sessions;
- remember language preferences;
- remember location preferences;
- improve search functionality;
- detect suspicious activity;
- personalize content;
- improve performance;
- maintain security; and
- support analytics.

Without certain cookies, many Platform features may not function correctly.

5. OTHER TRACKING TECHNOLOGIES

In addition to cookies, miGuy may use technologies including:

- Software Development Kits (SDKs);
- browser local storage;
- indexed databases;
- application storage;
- pixels;
- web beacons;
- mobile advertising identifiers;
- push notification tokens;
- encrypted device identifiers;
- security tokens;
- CAPTCHA technologies;
- authentication tokens;
- server-side identifiers;
- fraud detection technologies; and
- comparable technologies developed in the future.

References to "cookies" in this Policy include these technologies unless the context indicates otherwise.

6. CATEGORIES OF COOKIES USED BY MIGUY

miGuy may use the following categories of cookies and similar technologies:

6.1 Strictly Necessary Cookies

These cookies are essential for the operation of the Platform and enable core functions such as:

- user authentication;
- account login;
- session management;
- security monitoring;
- fraud prevention;
- booking functionality;
- payment processing support;
- system administration; and
- network management.

Because these cookies are necessary for core functionality, they generally cannot be disabled without materially affecting the Platform.

6.2 Functional Cookies

These cookies remember User choices, including:

- preferred language;
- preferred city;
- preferred neighbourhood;
- preferred search radius;
- accessibility settings;
- notification preferences;
- recently viewed services;
- saved filters; and
- interface customization.

6.3 Performance Cookies

These technologies help us understand how the Platform performs by collecting information such as:

- page loading times;
- system responsiveness;
- application stability;
- crash reports;
- navigation patterns;
- error frequencies;
- feature usage statistics; and
- system reliability metrics.

6.4 Analytics Cookies

Analytics technologies assist miGuy in understanding how Users interact with the Platform, including:

- pages visited;
- services viewed;
- search behaviour;
- booking conversion rates;
- feature engagement;
- session duration;
- referral sources; and
- aggregated usage trends.

Analytics data may be aggregated or de-identified where appropriate.

6.5 Security Cookies

Security technologies help protect the Platform against:

- unauthorized access;
- account compromise;
- credential stuffing;
- automated attacks;
- bot activity;
- denial-of-service attacks;

- fraudulent bookings;
- malicious traffic; and
- suspicious login attempts.

7. WHY WE USE COOKIES

Cookies and similar technologies support the operation of the Platform by helping us to:

- authenticate Users;
- protect User accounts;
- facilitate bookings;
- remember preferences;
- improve Platform performance;
- detect fraud;
- investigate abuse;
- enhance customer support;
- maintain service reliability;
- personalize the user experience;
- improve search results;
- monitor Platform health;
- analyze trends;
- develop new features;
- comply with legal obligations; and
- safeguard the integrity of the miGuy ecosystem.

8. LEGAL BASIS FOR USING COOKIES

Where required by applicable law, Asazia Technologies Limited relies on one or more lawful bases for using cookies and similar technologies, including:

- the User's consent;
- the necessity of providing requested Platform services;
- compliance with legal obligations;
- the legitimate interests of Asazia Technologies Limited, provided those interests are not overridden by the rights and freedoms of Users; and
- any other lawful basis recognized under applicable law.

Where consent is required for particular categories of cookies, Users will be provided with an opportunity to grant, refuse or withdraw that consent through available consent management tools.

Volume II

9. AUTHENTICATION, SECURITY & FRAUD PREVENTION TECHNOLOGIES

9.1 Commitment to Platform Security

The security of the miGuy Platform is fundamental to maintaining trust between Customers, Service Providers and Asazia Technologies Limited.

Accordingly, miGuy uses cookies and similar technologies to authenticate Users, secure accounts, prevent fraud, detect suspicious activities and maintain the integrity of the Platform.

9.2 Authentication Cookies

Authentication cookies allow Users to securely access their accounts without repeatedly entering login credentials during an active session.

These technologies may:

- identify authenticated sessions;
- remember successful logins;
- maintain secure user sessions;
- prevent unauthorized account access;
- facilitate multi-factor authentication;
- verify authenticated devices; and
- support secure account recovery.

Authentication cookies do not ordinarily store passwords in plain text.

9.3 Session Management

Session technologies may be used to:

- maintain login status;
- preserve booking progress;
- maintain shopping or service request information;
- remember navigation history during a browsing session;
- prevent duplicate submissions;
- improve system performance; and
- maintain continuity between Platform pages.

Session cookies generally expire automatically when the browsing session ends unless security considerations require otherwise.

9.4 Device Recognition

To reduce fraud and improve account security, miGuy may recognize trusted devices using secure identifiers.

This helps to:

- identify unusual login attempts;
- recognize previously authenticated devices;
- detect suspicious account activity;
- reduce fraudulent transactions; and
- improve user experience.

Device recognition does not necessarily identify an individual person but rather assists in identifying devices previously associated with legitimate Platform activity.

9.5 Fraud Detection Technologies

miGuy may deploy technologies designed to detect and prevent:

- fake account creation;
- identity fraud;
- automated account registration;
- bot activity;
- credential stuffing attacks;
- account takeover attempts;
- unusual payment behaviour;
- abnormal booking patterns;
- suspicious geographic activity;
- repeated failed login attempts; and
- other potentially fraudulent activities.

Where appropriate, automated detection may be supplemented by human review.

9.6 Security Monitoring

Security technologies may continuously monitor Platform activity for indicators of:

- malware;
- malicious scripts;
- unauthorized access attempts;
- unusual API requests;
- denial-of-service attacks;
- abnormal system traffic;
- network intrusion attempts; and
- other cybersecurity threats.

9.7 CAPTCHA Technologies

Where necessary, miGuy may use CAPTCHA or comparable technologies to distinguish legitimate Users from automated software.

These technologies assist in:

- preventing spam;
- reducing automated account creation;
- protecting login portals;
- securing password reset requests; and
- protecting Platform infrastructure.

10. MOBILE SDKS, DEVICE IDENTIFIERS & APPLICATION TECHNOLOGIES

10.1 Mobile Applications

The miGuy Android and iOS applications may incorporate Software Development Kits (SDKs) to provide functionality not achievable through traditional browser cookies.

10.2 Mobile SDK Functions

SDKs may support:

- authentication;
- analytics;
- crash reporting;
- push notifications;
- payment processing;
- customer support;
- messaging;
- fraud prevention;
- performance monitoring;
- mapping;
- identity verification;
- software updates; and
- application security.

10.3 Device Identifiers

Subject to applicable law and User permissions, miGuy may use device identifiers including:

- mobile device IDs;
- application instance identifiers;
- operating system identifiers;
- encrypted hardware identifiers;

- advertising identifiers where permitted; and
- other comparable identifiers.

These identifiers assist in securing the Platform, improving performance and supporting legitimate business operations.

10.4 Crash Reporting

Technical information relating to software crashes may be collected, including:

- application version;
- operating system version;
- device model;
- memory status;
- crash logs;
- diagnostic information; and
- technical error reports.

This information assists engineers in improving Platform stability and reliability.

11. LOCATION TECHNOLOGIES

11.1 Purpose

Because miGuy connects Customers with nearby Service Providers, location technologies are an essential component of Platform functionality.

11.2 Location Information

Subject to User permissions and applicable law, the Platform may use:

- GPS information;
- approximate location;
- IP-derived location;
- Wi-Fi positioning;
- Bluetooth proximity technologies;
- device location services; and
- mapping services.

11.3 Purposes

Location technologies may be used to:

- identify nearby Service Providers;
- improve booking accuracy;
- estimate travel distance;
- improve search relevance;

- verify service delivery areas;
- enhance fraud detection;
- support emergency safety features where available;
- improve customer support; and
- generate aggregated analytical insights.

11.4 User Control

Users may disable location permissions through their device settings.

However, doing so may reduce or prevent the functionality of location-dependent Platform features.

12. PAYMENT & TRANSACTION TECHNOLOGIES

12.1 Secure Payments

Where payments are facilitated through the Platform, cookies and similar technologies may support secure payment processing.

12.2 Payment Functions

Payment-related technologies may assist in:

- authenticating transactions;
- preventing duplicate payments;
- reducing fraud;
- verifying payment sessions;
- maintaining transaction integrity;
- supporting reconciliation processes;
- recording transaction references; and
- facilitating payment dispute investigations.

12.3 Third-Party Payment Providers

Payment processing may involve independent third-party payment providers.

Such providers may place their own cookies or similar technologies in accordance with their own privacy and cookie policies.

miGuy does not control the independent cookie practices of third-party payment providers.

12.4 Financial Security

Payment technologies may include encrypted authentication mechanisms, security tokens and fraud prevention technologies intended to protect Users and payment systems.

13. THIRD-PARTY COOKIES & INTEGRATIONS

13.1 Third-Party Services

The Platform may integrate with independent third-party services to improve functionality.

Examples include:

- payment gateways;
- cloud hosting providers;
- mapping services;
- identity verification providers;
- messaging providers;
- analytics providers;
- customer support platforms;
- content delivery networks (CDNs);
- security service providers; and
- communication platforms.

13.2 Independent Policies

Each third-party provider may maintain its own privacy and cookie policies governing its technologies.

Users are encouraged to review those policies where applicable.

13.3 No Control

Except to the extent required by law, Asazia Technologies Limited does not control the independent cookie practices of third-party providers.

13.4 Future Integrations

As miGuy evolves, additional integrations may be introduced.

This Policy applies to such future integrations unless superseded by a more specific policy or legal notice.

14. COOKIE CONSENT & PREFERENCE MANAGEMENT

14.1 Consent

Where applicable law requires consent before placing particular categories of cookies, miGuy shall request such consent through an appropriate consent mechanism.

14.2 Consent Banner

Users may be presented with a cookie banner or similar interface allowing them to:

- accept all cookies;
- reject non-essential cookies;
- customize cookie preferences; or
- obtain further information.

14.3 Withdrawal of Consent

Where cookies are processed based on consent, Users may withdraw that consent at any time through available cookie preference tools or browser settings.

Withdrawal of consent does not affect the lawfulness of processing carried out before withdrawal.

14.4 Essential Cookies

Certain cookies are essential for the operation and security of the Platform.

These cookies generally cannot be disabled because they are necessary for core functionality.

15. MANAGING COOKIES THROUGH BROWSERS & DEVICES

15.1 Browser Controls

Most modern web browsers allow Users to:

- view cookies;
- delete cookies;
- block cookies;
- restrict cookies;
- configure cookie preferences; and
- receive notifications when cookies are placed.

15.2 Mobile Devices

Mobile operating systems may provide controls allowing Users to manage:

- application permissions;
- location permissions;
- advertising identifiers;
- push notification settings;
- storage permissions; and

- certain tracking technologies.

15.3 Effect of Blocking Cookies

Blocking or deleting cookies may result in:

- inability to log in;
- reduced Platform functionality;
- loss of saved preferences;
- interrupted bookings;
- authentication failures;
- reduced security protections; and
- degraded user experience.

16. RETENTION PERIODS FOR COOKIES & SIMILAR TECHNOLOGIES

16.1 Retention Principles

Cookies are retained only for as long as reasonably necessary to fulfil their intended purpose or as otherwise required by applicable law.

16.2 Session Cookies

Session cookies are ordinarily deleted automatically when the User closes the browser or ends the application session.

16.3 Persistent Cookies

Persistent cookies may remain on a User's device for varying periods depending on their purpose, including:

- remembering preferences;
- maintaining security settings;
- recognizing trusted devices;
- improving user experience; and
- supporting analytics.

16.4 Review of Retention

Asazia Technologies Limited periodically reviews cookie retention periods to ensure they remain appropriate, proportionate and consistent with applicable legal requirements and operational needs.

16.5 Secure Deletion

Where cookies or similar technologies are no longer required, miGuy will take reasonable steps to ensure that associated data is securely deleted, anonymized or otherwise handled in accordance with applicable law and internal data retention policies.

Volume III

17. ANALYTICS & PERFORMANCE TECHNOLOGIES

17.1 Purpose

Asazia Technologies Limited uses analytics and performance technologies to understand how Users interact with the miGuy Platform, identify opportunities for improvement, enhance reliability and support informed business decisions.

Where practicable, analytics information is aggregated, pseudonymized or de-identified to reduce the likelihood of identifying individual Users.

17.2 Information That May Be Collected

Analytics technologies may collect information such as:

- pages viewed;
- screens visited;
- navigation paths;
- search terms entered within the Platform;
- booking funnel progression;
- service categories viewed;
- click patterns;
- feature usage;
- session duration;
- device type;
- browser type;
- operating system;
- application version;
- language preferences;
- approximate geographic region;
- referral source;
- error reports; and
- performance metrics.

The information collected will depend on the Platform features used and the permissions granted by the User.

17.3 Performance Monitoring

Performance technologies may be used to:

- measure page loading times;
- identify software defects;

- detect application crashes;
- improve server response times;
- optimize network performance;
- enhance scalability;
- improve search functionality;
- monitor API performance; and
- maintain Platform availability.

17.4 Aggregated Reporting

Analytics reports generated by miGuy may be aggregated or anonymized for purposes such as:

- business planning;
- operational reporting;
- market analysis;
- service optimization;
- demand forecasting;
- infrastructure planning;
- product development; and
- strategic decision-making.

Aggregated reports are intended to reduce the identification of individual Users.

18. ADVERTISING, MARKETING & SOCIAL MEDIA TECHNOLOGIES

18.1 Current Position

At the Effective Date of this Policy, miGuy primarily uses cookies and similar technologies to support Platform functionality, security, analytics and service delivery.

If advertising, behavioural marketing or retargeting technologies are introduced in the future, they will be implemented in accordance with applicable law and this Policy.

18.2 Marketing Communications

Subject to User preferences and applicable law, cookies and similar technologies may be used to support:

- email campaign effectiveness;
- promotional campaign measurement;
- customer engagement analysis;
- referral programme performance;
- event registration;
- newsletter subscriptions;
- promotional offers; and

- service announcements.

18.3 Social Media Integrations

The Platform may integrate with social media platforms for purposes such as:

- content sharing;
- authentication;
- customer engagement;
- marketing campaigns;
- business pages;
- communication; and
- promotional activities.

Where Users interact with third-party social media features, those providers may collect information in accordance with their own privacy and cookie policies.

18.4 Future Advertising Technologies

Should miGuy introduce online advertising technologies, cookies may be used to:

- measure campaign effectiveness;
- limit repetitive advertisements;
- understand audience engagement;
- improve advertising relevance; and
- evaluate marketing performance.

Where required by law, User consent will be obtained before deploying non-essential advertising technologies.

19. ARTIFICIAL INTELLIGENCE, PERSONALIZATION & RECOMMENDATION SYSTEMS

19.1 Purpose

miGuy may use cookies and similar technologies to support artificial intelligence (AI), machine learning and automated systems that improve Platform functionality and enhance the User experience.

19.2 Personalization

Subject to applicable law, Platform technologies may be used to personalize:

- recommended Service Providers;
- service categories;

- search results;
- preferred locations;
- recently viewed services;
- frequently booked services;
- user interface preferences;
- language settings;
- accessibility features; and
- other Platform experiences.

19.3 AI-Assisted Features

AI-assisted systems may use information derived from cookies and related technologies to:

- improve search relevance;
- recommend nearby Service Providers;
- identify potentially fraudulent activity;
- detect duplicate accounts;
- optimize booking suggestions;
- improve customer support tools;
- prioritize support requests;
- improve trust and safety mechanisms; and
- enhance Platform efficiency.

19.4 Human Oversight

Where automated technologies assist decision-making relating to trust, safety or fraud prevention, miGuy may incorporate appropriate human review where reasonably necessary, particularly where a decision could significantly affect a User.

19.5 Continuous Improvement

Artificial intelligence systems may be periodically updated to improve accuracy, reliability, fairness, security and operational effectiveness.

20. CHILDREN'S PRIVACY

20.1 Intended Audience

The miGuy Platform is intended for individuals who have the legal capacity to enter into binding contracts under applicable law.

20.2 Children

miGuy does not knowingly use cookies or similar technologies to intentionally profile or market services to children in violation of applicable law.

20.3 Accidental Collection

Where Asazia Technologies Limited becomes aware that information relating to a child has been collected in circumstances inconsistent with applicable legal requirements, reasonable steps may be taken to delete, restrict or otherwise appropriately manage that information.

20.4 Parent or Guardian Requests

Parents or legal guardians who reasonably believe that a child has provided information through the Platform may contact Asazia Technologies Limited to request review of the matter, subject to applicable legal requirements.

21. INTERNATIONAL DATA TRANSFERS

21.1 Cross-Border Processing

Because modern technology infrastructure may involve cloud services, content delivery networks, payment providers or other service providers operating across multiple jurisdictions, information associated with cookies and similar technologies may be processed outside Kenya.

21.2 Safeguards

Where personal data is transferred internationally, Asazia Technologies Limited will take reasonable steps to ensure that appropriate safeguards are implemented in accordance with applicable law.

Such safeguards may include:

- contractual protections;
- technical safeguards;
- organizational measures;
- encryption;
- access controls;
- regulatory approvals where required; and
- other lawful transfer mechanisms.

21.3 Third-Party Providers

Third-party providers processing information outside Kenya remains responsible for complying with the contractual and legal obligations applicable to them.

22. USER RIGHTS RELATING TO COOKIES & TRACKING TECHNOLOGIES

22.1 General Rights

Subject to applicable law, Users may have rights relating to information associated with cookies and similar technologies.

These rights may include:

- the right to be informed;
- the right to access personal data;
- the right to request correction of inaccurate information;
- the right to request deletion where legally appropriate;
- the right to object to certain processing activities;
- the right to restrict processing in appropriate circumstances;
- the right to withdraw consent where processing is based on consent; and
- any additional rights provided under applicable law.

22.2 Exercising Rights

Requests concerning cookie-related personal data may be submitted using the contact information provided in this Policy.

Asazia Technologies Limited may request reasonable verification of identity before responding to a request.

22.3 Limitations

Certain requests may be limited where:

- compliance would violate applicable law;
- information must be retained for legal obligations;
- fraud prevention requires continued retention;
- security considerations apply;
- contractual obligations remain outstanding; or
- another lawful exception applies.

23. SECURITY SAFEGUARDS

23.1 Commitment to Security

Asazia Technologies Limited is committed to protecting information associated with cookies and similar technologies through appropriate administrative, technical and organizational safeguards.

23.2 Security Measures

Depending on operational requirements, security measures may include:

- encryption;
- secure transmission protocols;
- authentication controls;
- access restrictions;
- audit logging;
- vulnerability assessments;
- penetration testing;
- system monitoring;
- firewall protection;
- intrusion detection systems;
- malware protection;
- backup procedures; and
- security awareness training.

23.3 Shared Responsibility

Users also play an important role in maintaining security by:

- protecting account credentials;
- maintaining device security;
- using updated software;
- avoiding phishing attacks;
- reporting suspicious activity promptly; and
- following Platform security guidance.

24. INCIDENT RESPONSE & DATA BREACH CONSIDERATIONS

24.1 Security Incidents

Where Asazia Technologies Limited becomes aware of a security incident affecting information associated with cookies or similar technologies, it will investigate the incident and take appropriate remedial action.

24.2 Response Measures

Response measures may include:

- incident containment;
- forensic investigation;
- security remediation;
- enhanced monitoring;
- temporary service restrictions;

- notification of affected Users where required by law;
- notification of competent authorities where legally required; and
- implementation of corrective measures to reduce the likelihood of recurrence.

24.3 No Absolute Security Guarantee

While Asazia Technologies Limited employs reasonable security measures, no internet transmission, electronic storage system or cybersecurity control can guarantee absolute security.

Accordingly, Users acknowledge that the transmission of information over the internet is undertaken at their own risk to the extent permitted by applicable law.

24.4 Cooperation During Incidents

Users agree to cooperate reasonably with Asazia Technologies Limited during the investigation and resolution of security incidents affecting their accounts or the Platform.

Such cooperation may include confirming account activity, updating credentials, providing relevant information or complying with reasonable security instructions.

25. COMPLIANCE WITH APPLICABLE DATA PROTECTION LAWS

25.1 Commitment to Privacy

Asazia Technologies Limited is committed to collecting, processing, storing and protecting information associated with cookies and similar technologies in accordance with applicable data protection and privacy laws.

This includes compliance with the laws of the Republic of Kenya and any other applicable legal or regulatory requirements governing the operation of the miGuy Platform.

25.2 Lawful Processing

Where information collected through cookies constitutes personal data under applicable law, Asazia Technologies Limited shall process such information only on one or more lawful grounds, including:

- User consent;
- performance of a contract;
- compliance with legal obligations;
- protection of vital interests where applicable;
- legitimate business interests that are not overridden by the rights and freedoms of Users; or
- any other lawful basis recognized by applicable legislation.

25.3 Data Protection Principles

Information associated with cookies shall, where applicable, be processed in accordance with recognised data protection principles, including:

- lawfulness, fairness and transparency;
- purpose limitation;
- data minimisation;
- accuracy;
- storage limitation;
- integrity and confidentiality; and
- accountability.

25.4 Data Protection Officer

Where required by applicable law or internal governance, Asazia Technologies Limited may designate a Data Protection Officer or another responsible officer to oversee compliance with privacy and data protection obligations.

26. FUTURE TECHNOLOGIES & EMERGING STANDARDS

26.1 Innovation

As technology evolves, miGuy may introduce new methods of storing, transmitting or processing information that perform functions similar to cookies.

Such technologies may include:

- privacy-preserving identifiers;
- browser-based storage innovations;
- secure authentication tokens;
- AI-assisted device recognition;
- biometric authentication technologies (where lawfully implemented);
- decentralized identity technologies;
- blockchain-based verification mechanisms; and
- other emerging technologies.

26.2 Application of this Policy

Unless expressly stated otherwise, references in this Policy to "cookies" shall include future technologies that perform substantially similar functions.

26.3 Responsible Deployment

Before implementing significant new tracking technologies, Asazia Technologies Limited will assess operational, legal and privacy implications and, where required, obtain any necessary user consent or provide additional notice.

27. POLICY AMENDMENTS & VERSION CONTROL

27.1 Right to Amend

Asazia Technologies Limited reserves the right to amend, update or replace this Cookie Policy at any time to reflect:

- changes in law;
- regulatory guidance;
- technological developments;

- Platform enhancements;
- operational improvements;
- cybersecurity requirements;
- new products or services; or
- changes in business operations.

27.2 Notification of Material Changes

Where changes materially affect Users' rights or the manner in which cookies are used, reasonable efforts will be made to notify Users through one or more of the following:

- website notices;
- in-app notifications;
- email communications;
- push notifications;
- SMS notifications, where appropriate; or
- other suitable electronic communication channels.

27.3 Continued Use

Continued use of the Platform after the effective date of an updated Cookie Policy constitutes acknowledgment of the revised Policy, subject to any rights that require express consent under applicable law.

27.4 Version History

Asazia Technologies Limited may maintain previous versions of this Policy for legal, regulatory, audit and historical purposes.

28. CONTACT INFORMATION & PRIVACY ENQUIRIES

Questions, requests or concerns regarding this Cookie Policy, the use of cookies or the processing of personal information may be directed to:

Asazia Technologies Limited

P.O. Box 103403–00101
Nairobi, Kenya

Email: miguvapp@gmail.com

Where available, Users may also contact miGuy through the official customer support channels provided within the Platform.

29. INTERPRETATION & SEVERABILITY

29.1 Interpretation

Unless the context requires otherwise:

- words in the singular include the plural and vice versa;
- references to one gender include all genders;
- headings are provided for convenience only and do not affect interpretation;
- the words "including", "includes" and similar expressions mean "including without limitation"; and
- references to legislation include amendments, replacements and subsidiary legislation.

29.2 Severability

If any provision of this Cookie Policy is held to be invalid, illegal or unenforceable by a court or tribunal of competent jurisdiction, that provision shall be interpreted or modified to the minimum extent necessary to make it enforceable.

If modification is not possible, the provision shall be severed without affecting the validity and enforceability of the remaining provisions.

30. GOVERNING LAW

This Cookie Policy shall be governed by and interpreted in accordance with the laws of the Republic of Kenya.

Any disputes concerning the interpretation or application of this Policy shall be addressed in accordance with the dispute resolution mechanisms established under the miGuy Terms of Use & Services Agreement, unless mandatory law provides otherwise.

31. EFFECTIVE DATE & USER ACKNOWLEDGEMENT

31.1 Effective Date

This Cookie Policy becomes effective on the date specified on the cover page and remains in force until replaced by a subsequent version.

31.2 User Acknowledgement

By accessing, browsing, registering for or using the miGuy Platform, Users acknowledge that they have read and understood this Cookie Policy.

Where consent is required for specific categories of cookies, such consent shall be obtained through the Platform's cookie preference management tools before those cookies are activated.

32. COOKIE SCHEDULE (ILLUSTRATIVE)

The table below provides an illustrative summary of the principal categories of cookies and similar technologies that may be used on the Platform. Actual technologies may vary depending on the services accessed and future Platform enhancements.

Category	Primary Purpose	Typical Examples	Retention
Strictly Necessary	Authentication, account security, session management	Login session, security token, CSRF protection	Session or up to 12 months, depending on security requirements
Functional	Remember user preferences	Language, preferred city, saved filters, accessibility settings	Up to 24 months
Performance	Improve reliability and performance	Page load monitoring, crash diagnostics, API performance	Up to 24 months
Analytics	Understand Platform usage	Anonymous usage statistics, navigation trends, feature adoption	Up to 26 months or as permitted by law
Security	Detect fraud and protect the Platform	Device recognition, suspicious login detection, bot prevention	As reasonably necessary for security and legal compliance
Payment Support	Facilitate secure transactions	Payment session identifiers, transaction integrity checks	Duration of the transaction and applicable legal retention periods
Location	Provide nearby service recommendations	GPS permissions, approximate location, service area validation	Session-based or until permissions are withdrawn
Messaging & Notifications	Deliver communications	Push notification tokens, message routing identifiers	Until revoked or no longer required
Third-Party Integrations	Support external services	Mapping, payment gateways, customer support tools	Governed by applicable agreements and provider policies

Retention periods are indicative only and may be adjusted to comply with operational requirements, legal obligations or technological changes.

33. FINAL LEGAL NOTICE

This Cookie Policy forms an integral part of the legal framework governing the use of the miGuy Platform.

It shall be read together with, and is incorporated by reference into:

- the miGuy Terms of Use & Services Agreement;
- the Privacy Policy;
- the Dispute Resolution & Claims Policy;
- the Acceptable Use Policy;
- the Community Standards;
- the Verification Policy;
- the Refund Policy;
- the Service Provider Standards; and
- any additional policies published by Asazia Technologies Limited from time to time.

In the event of any inconsistency between this Cookie Policy and mandatory provisions of applicable law, the applicable law shall prevail only to the extent of the inconsistency.

Nothing in this Policy shall be interpreted as limiting any statutory rights that cannot lawfully be excluded or restricted.

END OF COOKIE POLICY

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