

Privacy Policy

QE-JA Real Estate Management System
QE-JA Real Estate Management System | <https://www.qe-ja.com>

*Effective Date: 1 March 2026
Last Updated: 28 February 2026*

1. Introduction

Hatari Technologies Limited ("we", "us", "our") operates the QE-JA Real Estate Management System platform ("Qeja", "the Platform"). This Privacy Policy explains how we collect, use, store, and protect personal data when you use our services.

We are committed to protecting your privacy in compliance with the Kenya Data Protection Act, 2019 (DPA), the General Data Protection Regulation (EU GDPR), and all other applicable data protection legislation.

2. Data Controller

The data controller for information processed through the Platform is:

Hatari Technologies Limited
Nairobi, Kenya
Email: info@hataritech.com
Website: <https://www.qe-ja.com>

3. Information We Collect

3.1 Information You Provide Directly

- Account registration details (name, email, phone number, organization name)
- Property and unit information
- Tenant personal data (names, ID numbers, contact details, employment information)
- Financial transaction records (M-Pesa codes, bank references, invoice data)
- Lease and contract details
- Communications sent through the Platform

3.2 Information Collected Automatically

- Log data (IP address, browser type, access times)
- Usage analytics (features used, session duration)
- Device information
- Cookies and similar tracking technologies

3.3 Information from Third Parties

- Identity verification results (via SmileID, white-labeled as "Identity Verification")
- Consent form status (via DocuSeal, white-labeled as "Digital Consent")
- Qeja Tenant Network data (verified tenancy records from other Qeja-managed properties)

4. How We Use Your Information

We process personal data for the following purposes:

- Providing and maintaining the Platform services
- Processing financial transactions and M-Pesa payment verification
- Conducting tenant background checks (with explicit consent)
- Operating the Qeja Tenant Network for landlord protection
- AI-powered analytics: payment pattern analysis, vacancy prediction, revenue forecasting, expense anomaly detection, and tenant risk scoring

- Generating invoices, receipts, and financial reports
- Sending communications (rent reminders, lease notifications) on behalf of your organization
- Compliance with legal obligations (tax reporting, audit trails)
- Improving our services and developing new features

5. Legal Basis for Processing

We process personal data under the following legal bases:

- Performance of contract: To provide Platform services you have subscribed to
- Consent: For identity verification, background checks, and the Tenant Network
- Legitimate interest: For fraud prevention, security, and service improvement
- Legal obligation: For tax compliance, audit requirements, and regulatory reporting

6. Data Sharing

We do not sell your personal data. We share data only in these circumstances:

- Qeja Tenant Network: Only verified negative tenancy information (evictions, unpaid balances) is shared with other Qeja-managed properties, and only during the tenant screening process
- Service providers: Identity verification and digital consent providers who process data on our behalf under strict data processing agreements
- Your organization: Platform data is accessible to authorized users within your organization according to their role permissions
- Legal requirements: When required by law, court order, or regulatory authority

7. Data Storage and Security

Your data is stored on Google Cloud Platform infrastructure with the following safeguards:

- Encryption at rest and in transit (TLS 1.2+)
- Organization-level data isolation (each organization's data is logically separated)
- Role-based access controls
- Regular security audits and monitoring
- Automated backups with disaster recovery procedures

8. Data Retention

We retain personal data for the duration of your subscription plus a 30-day grace period. Upon account termination:

- Complete data export is provided within 48 hours of request
- 30-day grace period to verify exported data
- After 30 days: permanent, irreversible deletion (not archived, not backed up)
- Deletion certificate available upon request

9. Your Rights

Under the Kenya DPA and GDPR, you have the right to:

- Access: Request a copy of all personal data we hold about you
- Rectification: Correct inaccurate or incomplete data
- Erasure: Request deletion of your personal data ("right to be forgotten")
- Data portability: Receive your data in standard formats (CSV, JSON, PDF)
- Restriction: Limit how we process your data
- Objection: Object to processing based on legitimate interest
- Withdraw consent: Revoke previously given consent at any time

To exercise any of these rights, contact us at info@hataritech.com.

10. Cookies

We use essential cookies for authentication and session management. Analytics cookies are used only with your consent. You can manage cookie preferences through your browser settings.

11. International Data Transfers

Data is primarily stored and processed in regions served by Google Cloud Platform. Where data is transferred outside Kenya or the EEA, we ensure appropriate safeguards are in place, including Standard Contractual Clauses (SCCs) or adequacy decisions.

12. Children's Privacy

The Platform is not intended for use by individuals under the age of 18. We do not knowingly collect personal data from children.

13. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of any material changes via email or through the Platform. Continued use of the Platform after notification constitutes acceptance of the updated policy.

14. Contact Us

For any questions or concerns about this Privacy Policy or our data practices, contact:

Data Protection Officer
Hatari Technologies Limited
Nairobi, Kenya
Email: info@hataritech.com