



Privacy Policy

Effective Date: **1/09/2025**

Introduction

Welcome to [Mbibo.com](https://mbibo.com).

Mbibo is an Agri-supply chain data platform that aggregates key data from farmers and transporters and processes it into unified and actionable sourcing intelligence for use.

This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our website and other Mbibo platforms. By accessing or using Mbibo, you consent to the terms of this Privacy Policy.

Who We Are

Mbibo is owned and operated by Farmchat Technologies Ltd, a company registered in Uganda.

Company Details:

Farmchat Technologies Ltd

Block 221, Naalya Estates

P.O. Box 400102 Kampala, Uganda

Email: info@mbibo.com

Information We Collect

We may collect and store the following types of information:

- **Buyer Data:** Names, contact details, business or organization details, order history, address and location, feedback and ratings, history of order suppliers (Producers), Produce purchases, payment details
- **Farmer Data:** Names, contact details, community, GPS location, produce availability, payment details, produce sold, orders supplied, and any other information provided on request and permissioned for use by the farmer.
- **Community Agent Data:** Names, contact details, payment details, community details, GPS location and address, and data of produce aggregated from farmers.

- **Platform Usage Data:** IP addresses, browser type, pages visited, time spent on the platform, and cookies.

How We Use Your Information

We use the information we collect to:

- **Facilitate transactions between buyers, farmers, and community agents.**
- **Verify user identities and maintain account security.**
- **Improve our platform, services, and user experience.**
- **Communicate with you regarding updates, support, and marketing (if you opt in).**
- **Comply with legal and regulatory requirements.**

How We Share Your Information

We may share your information with:

- **Community agents, farmers, or buyers as needed to fulfill orders.**
- **Trusted third-party service providers who help us operate our platform (such as hosting and payment providers).**
- **Authorities, if required by law, legal process, or to protect our rights or users' safety.**
- **We do not sell or rent your personal information to third parties.**

Data Security

We implement reasonable technical and organizational measures to protect your information from unauthorized access, use, alteration, or disclosure. However, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

Data Retention

We retain personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law.

Your Rights

Depending on your location, you may have the right to:

- **Access, correct, or delete your personal data.**
- **Restrict or object to certain data processing activities.**
- **Withdraw your consent (if processing is based on consent).**
- **To exercise these rights, please contact us at info@mbibo.com**

Cookies and Tracking

Mbibo may use cookies and similar tracking technologies to enhance your experience, analyze usage, and personalize content. You can manage cookies through your browser settings.

Children's Privacy

Mbibo is not intended for use by children under 18. We do not knowingly collect data from children. If you believe we have collected such data, please contact us to have it removed.

Compliance with Data Protection Laws

We are committed to complying with applicable data protection and privacy laws, including the Data Protection and Privacy Act (Uganda) (DPPA) and the General Data Protection Regulation (GDPR) where applicable.

- **We process personal data lawfully, fairly, and transparently.**
- **We only collect data for specified, explicit, and legitimate purposes.**
- **We ensure data is accurate and kept up to date.**
- **We implement appropriate technical and organizational measures to safeguard data.**
- **For international data transfers, we ensure adequate data protection safeguards are in place as required by law.**

Data Controller

Farmchat Technologies Ltd is the Data Controller responsible for the collection and use of your personal data on Mbibo.com

Data Protection Contact:

Email: **info@mbibo.com**

If you are located in the European Union or European Economic Area, you may also lodge a complaint with your local data protection authority if you believe we have not complied with applicable data protection laws.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The latest version will always be posted on our website with the effective date updated. We encourage you to review it periodically.

Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

Farmchat Technologies Ltd

Block 221, Naalya Estates

P.O. Box 400102 Kampala, Uganda

Email: info@mbibo.com