

Data Protection and Compliance

Website Privacy Policy for **Crystal Ventures Ltd**

1. Introduction

Crystal Ventures Ltd and its subsidiaries (“we”, “us”, or “our”) respect your privacy and is committed to protecting your personal data. This privacy notice informs you in general terms about how we collect, use, and disclose your personal information and outlines your rights in relation to your personal data. You may also wish to consult our Privacy Notice for further details.

2. The data we collect about you

We may collect, use, store, and transfer different kinds of personal data about you which we have grouped together as follows:

- Identity Data includes first name, last name, username or similar identifier, marital status, title, date of birth, and gender.
- Contact Data includes billing address, delivery address, email address, and telephone numbers.
- Financial Data includes bank account and payment card details.
- Transaction Data includes details about payments to and from you and other details of products and services you have purchased from us.

3. How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- To register you as a new customer.
- To process and deliver your orders.
- To manage our relationship with you.
- To comply with legal or regulatory obligations.

4. Data security

We have implemented appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed.

5. Your legal rights

Under the law, you have the right to:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Withdraw consent at any time where we are relying on consent to process your personal data.

6. How to exercise your rights

If you wish to exercise any of the rights set out above, please contact us at dpo@isco.co.rw.

7. Changes to this Privacy Notice

We may update this privacy notice from time to time. We encourage you to review this privacy notice periodically to be informed of how we are protecting your personal data.

8. Contact us

If you have any questions about this privacy notice or our privacy practices, please contact us at:

Email: dpo@isco.co.rw

Phone Number: (+250) 788309017/18

This Privacy Policy was last updated on 12 March 2024.