

# COOKIES POLICY

## 1. INTRODUCTION

Tweggo Networks Limited, a private limited company registered under the laws of Kenya with Company Registration Number PVT-Q7U757JP, and having its principal offices in Nairobi, Kenya (“Tweggo”, “we”, “our”, or “us”), operates a digital mobility platform that connects vehicle owners (“Hosts”) with individuals seeking to rent vehicles (“Renters”).

This Cookies Policy (“Policy”) explains how Tweggo uses cookies, pixels, tags, and similar tracking technologies (collectively referred to as “Cookies”) when you access or use the Tweggo Platform, including our website, mobile applications, and related services (the “Platform”).

This Policy forms an integral part of and supplements:

- Tweggo Terms of Use
- Tweggo Privacy Policy

All capitalized terms not defined herein shall have the meanings assigned to them in the above documents.

## 2. WHAT ARE COOKIES

Cookies are small text files stored on your device (computer, smartphone, or tablet) when you visit or use a digital platform. They are widely used to:

- Enable core platform functionality
- Improve user experience
- Analyze usage and performance
- Deliver relevant content and advertising

Cookies may be:

- **Session Cookies** (temporary, deleted after session ends)
- **Persistent Cookies** (remain for a defined period)

## 3. WHY TWEGGO USES COOKIES

Tweggo uses Cookies to:

- Ensure secure and efficient operation of the Platform
- Enable core functionalities such as login, bookings, and transactions
- Improve user experience and personalization
- Monitor system performance and detect technical issues
- Analyze user behavior to improve services
- Deliver relevant marketing and promotional content

All data collected is processed in accordance with applicable data protection laws, including the **Kenya Data Protection Act, 2019**.

## **4. TYPES OF COOKIES USED BY TWEGGO**

### **4.1 FUNCTIONAL COOKIES (STRICTLY NECESSARY)**

These Cookies are essential for the operation of the Platform and do not require user consent.

They enable:

- User authentication and account access
- Secure transactions and bookings
- Session management
- Language and preference settings
- Platform security and fraud prevention

**Examples include:**

- `_session_id` – Maintains active user session
- `remember_user_token` – Keeps users logged in
- `user_reference` – Stores selections for non-logged users
- `ab_test_cookie` – Ensures consistency during A/B testing
- `device_identifier` – Anonymous browser/device tracking
- `dismissed_notifications` – Stores dismissed alerts

These Cookies cannot be disabled as they are critical to Platform functionality.

### **4.2 ANALYTICS & AUDIENCE MEASUREMENT COOKIES**

These Cookies help us understand how users interact with the Platform.

They allow Tweggo to:

- Analyze user journeys and behaviour
- Improve platform usability and features
- Optimize product offerings
- Link activity to user accounts (where applicable)

These Cookies are activated only upon your consent.

### **4.3 PERFORMANCE COOKIES**

Performance Cookies collect information about:

- Page visits and time spent
- Navigation patterns
- Errors and technical issues
- User interactions (clicks, scrolling, etc.)

They are used to:

- Improve platform speed and performance
- Enhance user experience
- Test new features and functionalities

#### **4.4 ADVERTISING & PERSONALIZATION COOKIES**

These Cookies are used to:

- Deliver personalized advertisements
- Tailor marketing campaigns to user preferences
- Measure advertising effectiveness
- Prevent repetitive or irrelevant ads

They may track:

- Platform usage behavior
- Engagement with ads
- Conversions and actions taken

If disabled:

- Ads will still appear but will be less relevant

### **5. THIRD-PARTY COOKIES**

Tweggo may engage trusted third-party service providers to support:

- Analytics
- Advertising
- Platform performance
- Marketing campaigns

These third parties may place Cookies on your device and process data on our behalf, strictly in compliance with applicable data protection laws.

Tweggo ensures that all third-party partners:

- Are contractually bound to protect user data
- Operate under strict confidentiality and compliance standards
- Use data solely for authorized purposes

## **6. CONSENT MANAGEMENT**

### **6.1 INITIAL CONSENT**

Upon your first visit to the Platform:

- A Cookie banner will request your consent
- You may accept, reject, or customize Cookie preferences
- Non-essential Cookies will only be activated after your consent

## **6.2 WITHDRAWAL OR MODIFICATION OF CONSENT**

You may change your Cookie preferences at any time by:

- Accessing Tweggo's Cookie settings interface
- Adjusting your browser settings
- Managing device-level privacy settings

Withdrawal of consent does not affect the lawfulness of prior processing.

## **7. MANAGING COOKIES THROUGH YOUR BROWSER**

You can control or delete Cookies through your browser settings.

Most browsers allow you to:

- Block or delete Cookies
- Receive alerts before Cookies are stored
- Disable third-party Cookies

Please note:

Disabling certain Cookies may:

- Affect Platform functionality
- Limit access to certain features
- Impact overall user experience

## **8. MOBILE DEVICE SETTINGS**

You may also manage Cookies and tracking technologies through:

- Your smartphone operating system settings
- App-specific permissions

## **9. DATA RETENTION**

- Cookie preferences are stored for 12 months
- Cookies themselves are retained for a maximum of 13 months, unless otherwise required for security or legal purposes

After this period:

- Cookies are automatically deleted or anonymized

## **10. DATA PROTECTION & SECURITY**

Tweggo implements robust technical and organizational measures to ensure:

- Secure data transmission (encryption protocols)
- Protection against unauthorized access
- Data integrity and confidentiality

All Cookie-related data processing complies with:

- Kenya Data Protection Act, 2019
- Applicable regional and international data protection standards

## **11. UPDATES TO THIS POLICY**

Tweggo reserves the right to update this Cookies Policy at any time to reflect:

- Legal or regulatory changes
- Technological developments
- Platform enhancements

Users will be notified of material changes through:

- Platform notifications
- Updated policy publication

## **12. CONTACT INFORMATION**

For any questions, concerns, or requests regarding this Cookies Policy:

Tweggo Networks Limited  
Nairobi, Kenya  
Email: [info@tweggoapp.com](mailto:info@tweggoapp.com)  
Website: [www.tweggoapp.com](http://www.tweggoapp.com)

## **13. LEGAL EFFECT**

By continuing to use the Tweggo Platform and consenting to Cookies, you acknowledge that:

- You have read and understood this Cookies Policy
- You agree to the use of Cookies as described herein
- You consent to the processing of your data in accordance with applicable laws

At Tweggo, we are committed to transparency, security, and user control. Our use of Cookies is designed to enhance your experience while safeguarding your data and respecting your privacy at every stage of your journey on our Platform.