

Service Excellence Awards Data Privacy Policy

Effective Date: August 2024

1. Introduction

The Institute of Customer Experience (ICX Kenya) ("we," "our," or "us"), and the organizers of the Service Excellence Awards, is committed to protecting the privacy and personal data of our participants, nominees, judges, and visitors ("you" or "your"). This Data Privacy Policy outlines how we collect, use, store, and protect your information in compliance with applicable data protection laws.

2. Data We Collect

We may collect and process the following types of personal data:

- **Personal Information:** Name, email address, phone number, job title, and company affiliation.
 - **Submission Data:** Information related to your entry, including project details, supporting documents, and any additional data provided during the nomination or application process.
 - **Technical Data:** IP address, browser type, and device information collected through our website.
 - **Communication Data:** Records of correspondence, including emails, inquiries, and feedback.
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3. How We Use Your Data

We use your personal data for the following purposes:

- **Award Processing:** To evaluate and process nominations, communicate with participants, and manage the awards process.

- **Communication:** To inform you about important updates, event details, deadlines, and other relevant information related to the Service Excellence Awards.
 - **Marketing:** With your consent, to send promotional materials and information about future awards and related events.
 - **Website Improvement:** To analyze and improve our website's performance, user experience, and security.
 - **Compliance:** To comply with legal obligations and protect our rights.
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4. Data Sharing

We may share your personal data with the following parties:

- **Judging Panel:** To facilitate the evaluation of award entries.
- **Service Providers:** Third-party vendors who assist with award management, communication, marketing, and technical support.
- **Legal Authorities:** If required by law or to protect our rights.

We do not sell, rent, or trade your personal data to third parties.

5. Data Security

We implement appropriate technical and organizational measures to protect your personal data from unauthorized access, disclosure, alteration, or destruction. Access to your data is restricted to authorized personnel and third parties who need it to fulfill their duties.

6. Data Retention

We retain your personal data only as long as necessary to fulfill the purposes outlined in this policy, comply with legal obligations, or resolve disputes. Once your data is no longer required, it will be securely deleted or anonymized.

7. Your Rights

You have the following rights concerning your personal data:

- **Access:** Request a copy of the personal data we hold about you.
- **Deletion:** Request the deletion of your data, subject to legal obligations.
- **Objection:** Object to the processing of your data for marketing purposes.
- **Withdrawal of Consent:** Withdraw your consent to data processing at any time.

To exercise these rights, please contact us using the details provided below.

8. Cookies and Tracking

Our website uses cookies and similar tracking technologies to enhance user experience and gather data on website usage. You can control cookie preferences through your browser settings.

9. Changes to This Policy

We may update this Data Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting an updated policy on our website.

10. Contact Us

If you have any questions or concerns about this Data Privacy Policy or your personal data, please contact us at:

E: tellmemore@icxkenya.co.ke

P: 0754 854 565

WhatsApp: +254 0754 854 565

B: P.O. Box 9241-00100 Nairobi, Kenya

By participating in the Service Excellence Awards, you acknowledge that you have read and understood this Data Privacy Policy and agree to its terms.