

“LECOL values your privacy. Learn how we handle your data — [Read our Privacy Notice].”

PRIVACY & DATA PROTECTION NOTICE

Effective Date: October 2025 | **Last Updated:** October 2025
Approved by: Managing Director | **Next Review:** October 2026

1. Introduction

Welcome to the website of **Lifting Equipment Company Limited (LECOL)**. LECOL values your privacy and is committed to protecting the personal data of all customers, suppliers, partners, and website visitors in accordance with the **Kenya Data Protection Act (2019)**, the **Data Protection (General) Regulations (2021)**, and other applicable data privacy laws.

This Privacy & Data Protection Notice explains how we collect, use, store, and protect your personal information when you interact with our website, purchase our products or services, or communicate with us in any way.

By using this website, submitting your details, or engaging with LECOL, you consent to the practices described in this notice.

2. Who We Are

Lifting Equipment Company Limited (LECOL)
P.O. Box 86873-80100
Tel: +254 752 222222 | Email: dpo@lecolkenya.com
Website: www.lecolkenya.com

LECOL is a registered **Data Controller and Processor** under the **Office of the Data Protection Commissioner (ODPC)** of Kenya, and operates across industrial, marine, HVAC-R, and safety equipment sectors.

3. What Information We Collect

We collect personal information that enables us to provide you with quality products, services, and support.

The data collected depends on how you interact with us and may include:

A. Personal and Contact Information

- Full name, email address, phone number, company name, and job title.
- Postal and physical addresses.

B. Transactional and Financial Information

- Quotations, orders, invoices, payment details, MPESA or bank references.
- Tax and billing details (PIN, VAT numbers).

C. Technical Information

- Internet Protocol (IP) address, browser type, operating system, referral URLs, and cookies.
- Information about your interactions with our website, such as pages viewed, time spent, and click patterns.

D. Communications Data

- Emails, call records, chat messages, or feedback you provide to us.

E. Visual and Security Data

- CCTV footage when visiting LECOL offices or warehouses.
- Visitor entry logs and sign-in records.

4. How We Collect Data

LECOL collects data through:

- **Direct interactions:** When you fill in forms, request quotations, contact us by email, or visit our offices.
- **Automated technologies:** When you browse our website (via cookies, analytics, and server logs).
- **Third parties:** From service providers, referrals, or publicly available sources (e.g., company registries).

5. How We Use Your Data

We use personal data for the following legitimate business purposes:

| Purpose | Description |
|--------------------------------------|--|
| Service Delivery | To process your orders, rentals, quotations, and service requests. |
| Customer Support | To respond to inquiries, complaints, and feedback. |
| Billing & Accounting | To issue invoices, process payments, and maintain financial records. |
| Legal Compliance | To comply with statutory obligations (KRA, ODPC, NSSF, NHIF, etc.). |
| Security & Safety | To monitor premises and control visitor access. |
| Marketing & Communication | To share updates, product news, or promotions (with your consent). |
| Website Analytics | To improve website usability and performance. |

We do not use personal data for automated decision-making or profiling without human oversight.

6. Lawful Basis for Processing

LECOL processes personal data on one or more of the following lawful grounds:

- **Consent:** When you voluntarily provide information or subscribe to communications.
- **Contractual necessity:** When processing is required to fulfil a service or purchase order.
- **Legal obligation:** When mandated by law (e.g., tax reporting, health & safety).
- **Legitimate interest:** When necessary to improve our operations and customer experience.
- **Vital interest:** Where necessary to protect life or safety.

7. Sharing of Personal Data

We may share personal data with:

- Authorized LECOL departments and employees for business operations.
- Statutory or regulatory authorities as required by law.
- Financial institutions for payments and verification.
- IT and cloud service providers (under data protection agreements).
- Professional advisors (auditors, lawyers, consultants).

LECOL does **not** sell or trade personal data to third parties for marketing purposes.

8. International Data Transfers

If personal data is transferred or accessed outside Kenya (e.g., via cloud servers or third-party integrations), such transfers will only occur where:

- The destination country provides adequate protection as determined by ODPC;
or
- Appropriate safeguards, such as **standard contractual clauses**, are in place.

9. Data Retention

We retain data only for as long as necessary to fulfil the purpose of collection, or as required by law.

Typical retention periods include:

- Customer & supplier records: **7 years**
- Financial and audit records: **10 years**
- CCTV footage: **14 days**
- Contact forms and inquiries: **12 months**

Data is securely deleted or anonymized upon expiry of the retention period.

10. Data Security

LECOL employs robust **technical and organizational measures** to protect your data, including:

- Firewalls, antivirus, and secure server infrastructure;
- SSL encryption on our website;

- Access control, role-based permissions, and password policies;
- Staff training and confidentiality agreements;
- Regular security audits and vulnerability testing.

Despite our efforts, no system is entirely secure. You are encouraged to safeguard your credentials and notify us immediately of any suspicious activity.

11. Your Rights as a Data Subject

Under the **Data Protection Act (2019)**, you have the right to:

1. Be informed about how we use your data.
2. Access your personal data.
3. Request correction or deletion of inaccurate data.
4. Withdraw consent at any time.
5. Restrict or object to processing.
6. Data portability (to receive your data in a machine-readable format).
7. Lodge a complaint with the **Office of the Data Protection Commissioner (ODPC)**.

Requests should be sent in writing to **dpo@lecolkenya.com**.

We will acknowledge within **2 working days** and respond within **14 calendar days**.

12. Cookies and Tracking Technologies

Our website uses cookies to:

- Enable website functionality and security;
- Analyze visitor behavior for performance improvements;
- Remember preferences such as language or form fields.

You can manage cookies through your browser settings or via our **Cookie Settings Panel**.

For more details, please read our full [Cookie Policy](#).

13. Links to Other Websites

Our website may contain links to third-party websites. LECOL is not responsible for their content, security, or privacy practices. We encourage you to read their privacy notices before sharing any information.

14. Children's Data

LECOL's website and services are not intended for individuals under **18 years of age**. We do not knowingly collect personal data from minors. If you believe a child has provided us with data, contact **dpo@lecolkenya.com** for immediate removal.

15. Updates to This Notice

We may update this Privacy Notice periodically to reflect changes in legal requirements or our practices.

Any updates will be posted on this page with a new effective date.

16. Contact Us

If you have any questions, concerns, or requests regarding this notice or your personal data, contact:

Data Protection Officer (DPO)

Lifting Equipment Company Limited (LECOL)

Email: **dpo@lecolkenya.com**

Tel: +254 752 222222

Address: P.O. Box 86873 - 80100, Mombasa, Kenya

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