

Fidelcom - Privacy Policy

1. Introduction

At **Fidelcom**, we are committed to protecting the privacy and security of our customers. This Privacy Policy explains how we collect, use, and safeguard your personal information when you interact with us, whether in-store, through mobile money transactions, or other means.

By using our services, you agree to the terms outlined in this Privacy Policy.

2. Information We Collect

We may collect the following types of information:

- **Personal Identification Information:** Name, phone number, address (if provided voluntarily).
- **Transaction Information:** Purchase details, payment method (cash or mobile money), and transaction confirmations.
- **Device Information:** Information sent to us during mobile money transactions, such as device type or network provider.
- **Communication Records:** Any messages or inquiries you make to us for customer service purposes.

3. How We Use Your Information

Fidelcom uses the information we collect to:

- Process purchases and mobile money payments.
- Confirm and verify transactions.
- Contact you about your orders, returns, or inquiries.

- Improve customer service and our retail experience.
- Comply with legal and financial record-keeping obligations.

4. Sharing Your Information

We do **not sell or rent** your data collected to third parties.

We may share limited information with:

- **Payment Providers** (e.g., mobile money operators) to process your transaction.
- **Government or regulatory authorities**, if required by law or to resolve disputes.

5. Data Security

We take reasonable precautions to protect your data from unauthorized access, disclosure, or loss. These include:

- Secured devices used for transactions.
- Confidentiality practices among our staff.
- Use of authorized payment platforms only.

6. Data Retention

We retain customer information only for as long as necessary to:

- Fulfill the purposes described in this policy,
- Comply with legal, accounting, or reporting obligations.

7. Your Rights

As a customer, you have the right to:

- Request access to the personal data we hold about you.
- Ask for the correction of inaccurate information.
- Request the deletion of your data where legally allowed.

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

8. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted in-store or communicated through official channels.

9. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, please contact:

Fidelcom

Koforidua, Effiduase, CB Junction Street.

Phone: +233543298441

Email: fiifipius@gmail.com