

Privacy Policy

Last updated: 21-09-2025

1. Introduction

Index Registrars Limited (“we”, “our”, “us”) values your privacy and is committed to safeguarding the personal information of our clients, partners, and website users. This Privacy Policy explains how we collect, use, store, and protect your personal data when you interact with our website, request our services, or communicate with us.

Personal data refers to any information that can identify you directly or indirectly, such as your name, contact details, or identification information.

2. Who is responsible for your data?

The data controller responsible for this website and related services is:

Index Registrars Limited

P.O Box 14154 – 00800 Nairobi - Kenya

indexregistrars@gmail.com

+254 727 747 525

3. How we collect your data

We collect personal data in the following ways:

- **Directly from you:** when you fill in a contact form, subscribe to updates, engage our services, or communicate with us.
 - **Automatically:** when you visit our website, technical data such as your IP address, browser type, and device information may be collected through cookies and analytics tools.
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4. Why we use your data

We process your personal data to:

- Provide and manage company secretarial, statutory compliance, and related professional services.
- Respond to inquiries and maintain client relationships.

- Comply with legal and regulatory obligations, including corporate governance and statutory filings.
 - Improve our website and service delivery through usage analytics.
 - Share updates, newsletters, or service information (only with your consent).
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5. Legal basis for processing

We process personal data based on:

- Your consent.
 - Performance of a contract with you or steps taken before entering a contract.
 - Compliance with legal and regulatory obligations.
 - Our legitimate interests, including improving services and ensuring website functionality.
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6. Your rights

You have the right to:

- Request access to and a copy of your personal data.
- Request correction or deletion of your data.
- Withdraw consent at any time (where processing is based on consent).
- Object to the processing of your data in certain cases.
- Lodge a complaint with the Office of the Data Protection Commissioner (ODPC) in Kenya, or another relevant authority, if you believe your rights have been infringed.

Requests may be submitted to **[Insert Contact Email]**.

7. Data retention

We retain personal data only as long as necessary to:

- Provide services,
- Fulfil contractual or legal obligations,
- Resolve disputes, or

- Enforce agreements.

Where retention is required by law (e.g., statutory records under the Companies Act), we will comply with those requirements.

8. Data security

We implement appropriate technical and organizational measures to protect personal data against unauthorized access, loss, misuse, or disclosure. Please note that while we take reasonable steps to secure your information, transmission of data over the internet (e.g., via email) may carry inherent risks.

9. Sharing of data

We do not sell or rent personal data. We may share data only with:

- Regulators, government bodies, or professional advisers where required by law.
 - Trusted service providers (such as IT and hosting providers), subject to strict confidentiality obligations.
 - Financial institutions or payment processors, but only for processing service-related payments.
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10. Cookies & analytics

Our website may use cookies and analytics tools to understand visitor interactions and improve user experience. These tools collect information in a manner that does not directly identify individuals.

You may configure your browser to refuse cookies, though this may limit website functionality.

11. Updates to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, services, or legal requirements. Updates will be posted on this page with the revised “last updated” date.

12. Contact Us


If you have any questions about this Privacy Policy or how your data is processed, please contact us at:

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 This version is written to align with both **Kenya's Data Protection Act, 2019** and general international standards (like GDPR), which is important since Index Registrars Limited is a statutory and regulatory compliance firm.