

# Privacy Policy for Jirani

**Last Updated:** October 28th, 2025

This privacy policy ("Policy") describes how Jirani ("we," "us," or "our") collects, uses, shares, and protects your personal information when you use our website, our WhatsApp reporting service, and any related services (collectively, the "Services").

Your privacy and trust are critical to our mission. Please read this Policy carefully to understand how we handle your information.

## Information We Collect

We collect information in a few different ways:

### a. Information You Provide Directly:

- **Account Information:** When you create an account on our website, we collect your login credentials (such as an email address and password) and your name.
- **Report Information:** When you submit an incident report, either through our website or via our WhatsApp service, we collect all the information you provide. This includes:
  - Your phone number (if using WhatsApp).
  - The content of your report (e.g., "someone was robbed," "accident at this corner").
  - The location you describe.
  - Any media you send, such as photos or videos.
  - The time and date of your submission.
- **Communications:** If you contact us for support or feedback at **masomoneews@gmail.com**, we will collect the contents of your email and your email address.

### b. Information We Collect Automatically:

- **Usage Data:** When you visit our website, we may automatically collect technical information like your IP address, browser type, device type, and which pages you visit.
- **Processed Location Data:** When you submit a report, our system processes the described location (e.g., "at the corner of Main and 1st") to generate geographic coordinates for placement on our map.

## How We Use Your Information

The information we collect is used for the following core purposes:

- **To Operate the Service:** To create and manage your account, and most importantly, to receive, process, and **publicly display incident reports** on our live map to alert the community.

- **To Improve Our Service:** To analyze usage data, fix bugs, and improve the user experience. We may use anonymized and aggregated report data to understand incident trends.
- **To Communicate With You:** To send you important account-related information (like a password reset) or to respond to your questions and feedback.
- **For Safety and Security:** To protect our platform and users from fraud, abuse, or unauthorized access.

## How We Share Your Information

This section is crucial. Our service is designed to share information publicly for community awareness.

- **Publicly Shared Information:** The core content of your incident report **is public**. This includes the incident description, the general location, and the time of the report.
- **Information We DO NOT Share Publicly:** We will **NOT** publicly display or share your personal account information. This includes:
  - Your phone number.
  - Your email address.
  - Your name (if provided).
  - Your password.
- **Third-Party Service Providers:** We use third-party companies to help us run Jirani. These providers are contractually obligated to protect your data and cannot use it for their own purposes.

## Email Communications

As part of creating an account, we use your email to send you important account-related information (such as confirmation emails and reset password requests). We may also occasionally reach out for feedback or to answer questions you have.

By providing your email and creating an account, you agree to receive these communications. You can opt out of non-essential emails (like feedback requests) by replying "STOP" or using an unsubscribe link. We will never sell or share your email address with third-party marketers.

## Data Protection

We employ industry-standard technical and administrative security measures (such as encryption and access controls) to protect your data from unauthorized access, alteration, or destruction. Your data is stored on secure servers, including those managed by our partners. However, please be aware that no security system is foolproof. We cannot guarantee the absolute security of your information.

## Data Retention

We retain your personal information for as long as it is necessary to provide the Services to you and our community, or until you request its deletion. We may retain anonymized or aggregated data indefinitely for statistical purposes.

## **Changes to this Privacy Policy**

We may modify this Privacy Policy from time to time. If we make changes, we will post the updated policy on our website and update the "Last Updated" date at the top. By continuing to use our website after any changes, you agree to the terms of the revised policy.

## **Contact Information**

If you have any questions, concerns, or feedback about this Privacy Policy, please contact us at [masomoneews@gmail.com](mailto:masomoneews@gmail.com).

By using Jirani, you consent to the collection, use, and storage of your information as described in this Privacy Policy.