

TENDERPULSE PRIVACY POLICY

1. INTRODUCTION

TenderPulse Botswana (“TenderPulse”, “we”, “our”, or “us”) is committed to protecting your personal information and ensuring transparency in how your data is collected, used, and shared.

This Privacy Policy explains how we process personal data in accordance with:

- **Botswana Data Protection Act (2018)**
- Applicable electronic communications and consumer protection principles

2. INFORMATION WE COLLECT

We collect the following types of information:

2.1 Personal Information

- Full name
- Email address
- Phone number
- Company name
- Location (city/district)

2.2 Business & Profile Information

- Industry
- Services offered
- Tender categories of interest
- Business size
- Procurement experience

2.3 Usage & Behaviour Data

- Pages visited
- Tenders viewed
- Click activity
- Time spent on platform
- Device and browser information

2.4 Payment Information

- Subscription status
- Payment history

Note:

- We **do not store card details directly** — these are handled securely by third-party payment providers.

3. HOW WE USE YOUR INFORMATION

Your data is used to:

Platform Services

- provide access to tenders
- personalize content and alerts
- match users with relevant opportunities

Business Intelligence

- analyze user behaviour
- improve platform performance
- optimize content and campaigns

Marketing & Communication

- send tender alerts
- send promotional offers
- notify you of new features

Lead Generation & Partner Services

With your consent, we may:

- share your details with **approved partners** (e.g. finance providers, suppliers)
- connect you to relevant services based on your activity

4. LEGAL BASIS FOR PROCESSING

We process personal data based on:

- **User consent** (registration and onboarding)
- **Contractual necessity** (subscription services)
- **Legitimate interest** (platform improvement and analytics)

5. DATA SHARING

We may share your information with:

5.1 Service Providers

- payment processors
- hosting providers
- analytics tools

5.2 Strategic Partners

Only where relevant and necessary:

- finance partners (e.g. tender financing)
- preferred suppliers
- advertisers

This is done **only where there is a clear business need or user interaction**

5.3 Legal Authorities

Where required by law or regulatory obligation.

6. DATA SECURITY

We implement appropriate safeguards, including:

- encryption
- secure servers
- restricted access controls
- regular monitoring

7. DATA RETENTION

We retain your data:

- as long as your account is active
- as required for legal and business purposes

You may request deletion at any time.

8. YOUR RIGHTS

Under Botswana data protection principles, you have the right to:

- access your personal data
- request correction of inaccurate data
- request deletion of your data
- object to certain processing
- withdraw consent at any time

9. COOKIES & TRACKING

We use cookies to:

- improve user experience
- track platform performance
- analyze engagement

You may control cookie settings in your browser.

10. THIRD-PARTY LINKS

TenderPulse may contain links to external websites.

We are not responsible for the privacy practices of those websites.

11. CHILDREN'S DATA

TenderPulse is not intended for individuals under the age of 18.

12. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time.

Users will be notified of significant changes.

13. CONTACT DETAILS

For privacy-related inquiries:

 support@tenderpulse.co.bw
 Botswana

14. LEAD GENERATION DISCLOSURE

By using TenderPulse, you acknowledge that:

- your activity on the platform may indicate interest in specific services
- you may be contacted by relevant partners where appropriate
- such interactions are intended to support your participation in procurement opportunities