

Privacy Policy

Company Name: Instant Car Rental

Website: www.instantcarrental.co.tz

Registered Office: Mpendae, Zanzibar, Tanzania

1. Introduction

Instant Car Rental ("we", "us", or "our") values your privacy and is committed to protecting your personal data in accordance with applicable data protection laws in Tanzania, including the **Personal Data Protection Act, 2022**. This Privacy Policy explains how we collect, use, store, share, and protect your personal information when you use our services or visit our website.

2. Data We Collect

We may collect and process the following types of personal data:

a. Personal Identification Information

- Full name
- National ID or passport number
- Driver's license details

b. Contact Details

- Mobile number
- Email address
- Residential address

c. Booking and Rental Information

- Rental dates and times
- Pick-up and drop-off locations
- Vehicle type and preferences
- Payment details (via bank, credit/debit card, or mobile money)

d. Communication Records

- Messages or calls via email, phone, or WhatsApp
- Feedback or complaints

e. Technical Information

- IP address
 - Browser and device type
 - Cookies and browsing activity (on our website)
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3. How We Use Your Data

We use your personal data for the following purposes:

- To process and confirm your car rental bookings
 - To verify your identity and eligibility to rent
 - To communicate with you regarding your reservation or inquiries
 - To process payments and issue invoices
 - For internal record-keeping, audits, and regulatory compliance
 - To enhance our website and improve customer experience
 - To send updates, promotions, or offers with your consent
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4. Legal Basis for Processing

We process your personal data under the following lawful bases:

- **Consent** – When you voluntarily provide information or agree to receive marketing
 - **Contractual necessity** – To fulfil a car rental agreement with you
 - **Legal obligation** – For compliance with national laws and traffic regulations
 - **Legitimate interest** – To improve our services and protect our business
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5. Sharing Your Data

We may share your personal data with:

- **Our employees and authorised agents** for service fulfilment
- **Payment service providers** (e.g., mobile money platforms, banks)
- **Insurance providers** in case of accidents or damage claims
- **Regulatory authorities or law enforcement**, when legally required

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

6. Data Storage and Retention

Your data is stored securely in physical and electronic formats. We retain personal data for as long as necessary for the purposes set out in this policy or as required by law, including taxation and insurance obligations.

7. Data Protection and Security

We implement industry-standard security measures to protect your personal information, including:

- Access controls
- Encrypted storage
- Secure data transmission

Despite our efforts, no digital transmission is 100% secure, and we cannot guarantee absolute security.

8. Your Rights

You have the right to:

- Access your personal data
- Request correction or deletion
- Withdraw consent at any time (without affecting prior processing)
- Object to or restrict processing in certain cases
- Lodge a complaint with the **Data Protection Commissioner of Tanzania**

Requests should be sent to our Data Protection Officer at: **[Insert Email Address]**

9. International Data Transfers

We do not transfer your personal data outside of Tanzania unless required for service delivery (e.g. international customer bookings), in which case we ensure appropriate safeguards are in place.

10. Cookies and Website Usage

Our website uses cookies to provide functionality and gather analytical data to improve user experience. You may control cookie preferences through your browser settings.

11. Third-Party Links

Our website may contain links to third-party websites or services (e.g., Google Maps, payment gateways). We are not responsible for the privacy practices of those sites.

12. WhatsApp and Digital Communication

By contacting us via **WhatsApp or similar platforms**, you consent to communication through these channels. Messages may be stored for customer service and legal reference.

13. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with the updated date. We recommend reviewing this policy regularly.

14. Contact Us

For any questions or data-related concerns, please contact us:

Email: privacy@instantcarrental.co.tz

Phone: +255 623 999 997

WhatsApp: +255 623 999 997

Address: Mpendae, Zanzibar, Tanzania