

Privacy Policy

Madranol Motors and Logistics Limited Data Protection & Privacy Statement

MADRANOL MOTORS AND LOGISTICS LIMITED

Registered in Uganda

Registration No: [Insert Reg. No.]

Effective Date: 30 May 2026

PRIVACY NOTICE: Madranol Motors and Logistics Limited is committed to protecting your personal data and respecting your privacy in accordance with the Data Protection and Privacy Act, 2019 (Uganda) and the Data Protection and Privacy Regulations, 2021.

Introduction

Madranol Motors and Logistics Limited ("Madranol Motors", "we", "us" or "our") is committed to protecting your personal data and respecting your privacy.

This Privacy Policy explains how we collect, use, store, share and protect information about you when you visit our Website, contact us, purchase a vehicle, arrange vehicle importation services or engage in any transaction with us.

By using our Website or providing us with personal information, you acknowledge that you have read and understood this Privacy Policy.



Who We Are

Madranol Motors and Logistics Limited is a motor vehicle dealership and logistics company operating in Uganda.

Our services include:

- Sale of new and used motor vehicles
- Vehicle sourcing and importation
- Vehicle financing facilitation
- Vehicle inspection services
- Insurance referrals
- After-sales support

For purposes of the Data Protection and Privacy Act, 2019 (Uganda), Madranol Motors acts as the Data Controller for personal information collected through this Website and our business operations.



Personal Data We Collect

We may collect and process the following categories of personal data.

(a) Identity and Contact Information

- Full Name
- National ID Number (NIN)
- Passport Number
- Date of Birth
- Email Address
- Phone Number
- Physical Address
- Postal Address

(b) Financial and Transaction Information

- Bank Account Details
- Mobile Money Information
- Payment Records
- Deposit Information
- Instalment History
- Loan Application Information
- Employment Information
- Income Information

(c) Vehicle and Transaction Preferences

- Vehicle Preferences
- Vehicle Search History
- Vehicle Enquiries
- Vehicle Purchase History

- Auction Participation Records

(d) Technical and Usage Data

- IP Address
- Browser Type
- Device Information
- Operating System
- Pages Visited
- Session Duration
- Referring URLs
- Cookie Data

(e) Communication Data

- Email Correspondence
- Telephone Records
- WhatsApp Communications
- Customer Reviews
- Feedback and User Submissions



How We Collect Your Personal Data

We collect personal data through the following methods:

- Directly from you when you register, submit enquiries, purchase a vehicle, apply for financing or contact us.
- Automatically through cookies and tracking technologies while using our Website.

- From third-party service providers, banks, insurers, shipping agents and logistics partners.
- From publicly available sources where permitted by law.

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How We Use Your Personal Data

(a) Performance of a Contract

- Process vehicle purchases
- Manage reservations and orders
- Arrange shipping and delivery
- Provide after-sales support

(b) Legal Obligations

- Tax Compliance
- Anti-Money Laundering Compliance
- Regulatory Reporting Requirements

(c) Legitimate Interests

- Improve Website Performance
- Fraud Prevention
- Customer Support
- Business Reporting and Analytics

(d) Consent

- Marketing Communications
- Promotional Offers

- Newsletters

You may withdraw your marketing consent at any time by contacting Madranol Motors or using the unsubscribe option provided in our communications.



Sharing Your Personal Data

Madranol Motors does not sell your personal data to any third party.

However, we may share your personal data with the following categories of recipients where necessary to provide our services and comply with legal obligations.

(a) Banking and Financial Institutions

- Processing payments
- Vehicle financing arrangements
- Verification of transactions

(b) Shipping and Logistics Partners

- Vehicle importation services
- Freight forwarding
- Customs clearance
- Vehicle delivery

(c) Insurance Providers

- Vehicle insurance quotations
- Insurance policy processing

(d) Vehicle Inspection Partners

- Vehicle valuation

- Pre-purchase inspections
- Quality verification

(e) Professional Advisers

- Lawyers
- Accountants
- Compliance consultants

(f) Government Authorities

- Regulatory bodies
- Law enforcement agencies
- Tax authorities
- Courts and tribunals

(g) Technology Service Providers

- Website hosting providers
- Cloud storage providers
- Email service providers
- Software support providers

Where personal data is shared with third parties, Madranol Motors takes reasonable steps to ensure that such data is handled securely and in accordance with applicable data protection laws.



International Data Transfers

As part of our vehicle importation services, personal data may be transferred outside Uganda.

This may include sharing information with:

- Japanese vehicle suppliers
- International auction houses
- Shipping companies
- Overseas logistics agents
- International inspection companies

Where such transfers occur, Madranol Motors will implement appropriate safeguards to ensure that personal data receives a level of protection consistent with the Data Protection and Privacy Act, 2019 (Uganda).

International transfers may involve countries whose privacy laws differ from those applicable in Uganda.



Data Retention

Madranol Motors retains personal data only for as long as necessary to fulfil the purposes for which it was collected and to comply with legal obligations.

Transaction Records

- Retained for a minimum period of seven (7) years.
- Includes payment records, vehicle sales agreements and financial documents.

Customer Accounts

- Retained while the account remains active.
- Retained for three (3) years after account closure or last interaction.

Marketing Information

- Retained until consent is withdrawn.
- Retained until deletion is requested.

Website Usage Data

- Retained for twelve (12) months.

Where personal data is no longer required, it shall be securely deleted or anonymised.



Your Rights

Under the Data Protection and Privacy Act, 2019 (Uganda), you have several rights regarding your personal data.

- The Right to be Informed
- The Right of Access
- The Right to Rectification
- The Right to Erasure
- The Right to Object to Processing
- The Right to Withdraw Consent
- The Right to Lodge a Complaint

You may exercise these rights by contacting our Data Protection Officer using the contact details provided in this Policy.

Madranol Motors will respond to eligible privacy requests within twenty-one (21) days in accordance with applicable law.



Cookies and Tracking Technologies

Our Website uses cookies and similar tracking technologies to improve your browsing experience and enhance Website functionality.

A cookie is a small text file stored on your device when you visit a website.

Essential Cookies

- Required for Website operation
- Support account login functionality
- Support security features

Analytical Cookies

- Help us understand Website usage
- Measure performance
- Improve user experience

Preference Cookies

- Remember settings
- Store user preferences
- Improve personalisation

Disabling essential cookies may prevent certain Website features from functioning correctly.

By continuing to use our Website, you consent to our use of cookies as described in this Privacy Policy.

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Security of Your Personal Data

Madranol Motors implements appropriate technical and organisational measures to safeguard personal data against unauthorised access, accidental loss, misuse, alteration or disclosure.

Our security measures include:

- Secure server infrastructure
- Access control mechanisms
- Password protection systems
- Encrypted communication channels where applicable
- Staff training on data protection and confidentiality obligations
- Regular monitoring of Website security controls

While we take reasonable steps to protect personal information, no method of transmission over the internet can be guaranteed as completely secure.

You acknowledge that data transmission over the internet is undertaken at your own risk.

If you become aware of any security incident relating to your account or personal data, you should contact Madranol Motors immediately.

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Children's Privacy

The Madranol Motors Website and services are intended for persons aged eighteen (18) years and above.

We do not knowingly collect personal data from children or minors.

Where we become aware that personal information has been provided by a minor without the necessary parental or guardian consent, we will take reasonable steps to remove such information from our records.

Parents and guardians who believe that a child has submitted personal information to Madranol Motors should contact us immediately.

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Changes to this Privacy Policy

Madranol Motors may amend or update this Privacy Policy from time to time to reflect:

- Changes in applicable law
- Changes in business operations
- Changes in technology
- Changes in our products and services
- Changes in data protection requirements

Any revised version of this Privacy Policy will be published on our Website together with the updated effective date.

Continued use of the Website after publication of an updated Privacy Policy shall constitute acceptance of the revised Policy.

Contact and Data Protection Officer

If you have any questions, concerns or requests relating to this Privacy Policy or the processing of your personal data, please contact our Data Protection Officer.

Madranol Motors and Logistics Limited

Data Protection Officer

Kampala, Uganda

Email: [Insert DPO Email Address]

Telephone: [Insert Phone Number]

Website: [Insert Website URL]

You may also contact us regarding:

- Access requests
- Correction of personal data
- Withdrawal of consent
- Deletion requests
- Privacy complaints
- Data protection concerns

Personal Data Protection Office (PDPO)

If you believe that your rights under the Data Protection and Privacy Act, 2019 (Uganda) have been infringed, you have the right to lodge a complaint directly with the Personal Data

Personal Data Protection Office

Ministry of ICT and National Guidance

Kampala, Uganda

Website: www.pdpo.go.ug

Privacy & Data Protection Contact

For all privacy-related enquiries, requests and complaints, please contact Madranol Motors and Logistics Limited.

Madranol Motors and Logistics Limited

Kampala, Uganda

Email: [Insert DPO Email Address]

Telephone: [Insert Phone Number]

Website: [Insert Website URL]

Last Updated: 30 May 2026