

Masqany Privacy Policy

How Masqany collects, uses, shares, retains and protects personal information.

Version: 1.0 **Effective:** 1 July 2026 **Updated:** 20 July 2026

Important notice

This Privacy Policy applies to Masqany. Masqany is a product of Speqlink Limited, which operates the platform and is responsible for personal data processed through it.

This policy is written to help you understand what information Masqany uses and why. It should be read together with the Masqany Terms of Use.

1. Who controls your information

Speqlink Limited is the data controller for personal data processed through Masqany. This means Speqlink Limited determines how and why Masqany uses personal data, while the service and this policy remain specifically branded and presented as Masqany.

Privacy questions or requests concerning Masqany may be sent to info@speqlink.com.

2. Information you provide

The information collected depends on how you use Masqany. It may include:

1. Your name, email address, phone number and profile photograph.
2. Account credentials and authentication information.
3. Your selected user role and profile preferences.
4. Messages, support requests, complaints and information you choose to share.
5. Reviews, reports and feedback submitted through the platform.

You should provide only accurate information and avoid sharing sensitive personal details that are not needed for the service.

3. Information from Google Sign-In

If you choose Google Sign-In, Masqany may receive basic account information authorised by you, such as your name, email address, profile image and a unique account identifier.

Masqany does not receive your Google password. Google processes sign-in activity under its own terms and privacy policy.

4. Information from property providers

Property owners and authorised agents may provide:

1. Identity and contact information.
2. Ownership, management or agent-authorisation records.
3. Property names, descriptions, addresses and coordinates.
4. Unit types, prices, deposits, availability, amenities and policies.
5. Property photographs, videos and verification documents.
6. Records relating to enquiries, viewings and listing performance.

Some listing information is intentionally displayed to other users. Verification documents and private account details are not made public unless disclosure is required for the service or by law.

5. Information from drivers

Drivers and moving-service providers may provide:

1. Identity and contact details.
2. Driving-licence information.
3. Vehicle registration, plate number, type and photographs.
4. Inspection or insurance information where required.
5. Service area, availability and service history.
6. Complaints, reviews and verification records.

Masqany uses this information to assess eligibility, connect users and improve platform safety.

6. Information from accommodation seekers

When you search for accommodation or request a service, Masqany may process:

1. Search terms, filters and viewed listings.
2. Saved or shared properties.
3. Enquiries and contact requests.

4. Viewing arrangements and connection status.
5. Moving-service requests, pickup details and destination details.
6. Reviews, reports and support interactions.

Masqany does not ordinarily collect rent or tenancy-deposit payment details exchanged directly between users.

7. Location information

Location information helps Masqany show relevant properties, verify listings, display maps and support moving-service requests.

Depending on your device settings and how you use the service, location data may include:

1. A location or address entered manually.
2. Property coordinates supplied by a property provider.
3. Approximate location inferred from device or network information.
4. Precise device location when you actively grant permission.

You can manage device location permissions through your operating-system settings. Some location-based features may not work if permission is disabled.

8. Uploaded photographs, videos and documents

Media and documents may contain personal information, addresses, vehicle details or metadata. Masqany processes uploaded material to publish listings, perform verification, investigate complaints and protect platform integrity.

Before uploading content, remove unnecessary personal information and make sure you have permission from anyone identifiable in it.

9. Information collected automatically

When you use Masqany, certain technical information may be recorded automatically, including:

1. Internet Protocol address and general network information.
2. Device type, operating system, browser or application version.
3. Dates, times and duration of activity.
4. Pages, listings and features viewed or used.
5. Error reports, crash data and security logs.
6. Cookie or similar technology identifiers where applicable.

This data helps keep the service reliable, understand performance and detect misuse.

10. Why Masqany uses personal data

Masqany processes personal data for defined business and service purposes:

1. To create, authenticate and manage accounts.
2. To publish, search and manage property listings.
3. To connect accommodation seekers, property providers and drivers.
4. To verify identities, authority to list, properties and vehicles.
5. To personalise searches and improve recommendations.
6. To provide support and respond to complaints.
7. To prevent fraud, abuse and security incidents.
8. To analyse and improve platform performance.
9. To comply with legal and regulatory responsibilities.
10. To send service notices and, where permitted, relevant marketing communications.

Masqany does not sell personal data.

11. Legal grounds for processing

Depending on the context, Masqany relies on one or more lawful grounds recognised under Kenyan data-protection law:

1. Contract, when processing is needed to provide a requested Masqany service.
2. Consent, for optional processing such as precise device location or direct marketing where required.
3. Legal obligation, when records or disclosures are required by law.
4. Legitimate interests, such as securing the platform, preventing fraud and improving services, where those interests do not override user rights.
5. Vital or public interests, in limited circumstances involving safety or lawful public responsibilities.

Where processing depends on consent, you may withdraw that consent. Withdrawal does not affect processing that was lawful before it was withdrawn.

12. When information is shared

Masqany shares information only when needed for the platform, a user-requested connection or a lawful purpose.

Information may be shared with:

1. Other users, when necessary to display a listing, profile, review or requested connection.
2. Technology providers supporting hosting, authentication, mapping, communications, analytics or security.

3. Professional advisers who are subject to confidentiality duties.
4. Regulators, courts, law-enforcement agencies or other authorised recipients where disclosure is lawful.
5. A buyer or successor if the Masqany business is reorganised, merged or transferred, subject to appropriate safeguards.

Service providers may use information only to perform authorised services and must protect it appropriately.

13. Public information

Listing descriptions, property media, selected provider details, reviews and other information intended for publication may be visible to the public or registered users.

Do not publish identity numbers, private documents, passwords, financial information or other sensitive data in a public listing or review.

14. International processing

Some technology providers may store or process information outside Kenya. When personal data is transferred internationally, appropriate legal, contractual and security safeguards will be used as required by applicable law.

15. How long information is kept

Masqany retains personal data only for as long as reasonably necessary for the purpose for which it was collected.

Retention periods depend on:

1. Whether an account remains active.
2. The need to provide a requested service.
3. Verification, safety and fraud-prevention requirements.
4. Complaint and dispute timelines.
5. Legal, tax, regulatory or recordkeeping obligations.
6. The need to establish, exercise or defend legal claims.

Information that is no longer needed is deleted, anonymised or securely isolated, subject to lawful backup and retention requirements.

16. Security

Masqany uses reasonable administrative, technical and organisational measures to protect personal data. Measures may include access controls, authentication, encryption where appropriate, activity logging, backups, staff controls and incident-response procedures.

No online system can guarantee absolute security. You can help by using a strong password, keeping credentials private and reporting suspicious activity promptly to info@speqlink.com.

17. Your privacy rights

Subject to applicable law and any lawful limitations, you may have the right to:

1. Be informed about how your personal data is used.
2. Request access to personal data held about you.
3. Ask for inaccurate or incomplete information to be corrected.
4. Object to certain processing.
5. Request restriction or deletion where legally available.
6. Request a portable copy of eligible information.
7. Withdraw consent where processing relies on consent.
8. Complain about the handling of your personal data.

To make a request, email info@speqlink.com. Masqany may ask for information needed to verify your identity and protect your account before completing the request.

18. Account deletion

You may request account deletion through the account settings available in Masqany or by contacting info@speqlink.com.

Deleting an account does not always result in immediate deletion of every record. Masqany may retain limited information where required for security, fraud prevention, legal compliance, disputes or the protection of other users. Information that must be retained will no longer be used for unrelated purposes.

19. Marketing choices

Service messages relating to security, account activity, policy changes and requested transactions are necessary communications and may still be sent while your account is active.

You may opt out of promotional email using the unsubscribe option provided in the message or by contacting info@speqlink.com.

20. Cookies and analytics

Masqany may use cookies and similar technologies to keep users signed in, remember preferences, measure performance and protect the platform.

Where consent is legally required for optional cookies or analytics, Masqany will request it. Browser and device settings may also allow you to control cookies, although disabling essential technologies can affect functionality.

21. Automated recommendations

Masqany may use search criteria, location, availability and previous interactions to rank or recommend listings. These tools are intended to make discovery more relevant.

Masqany does not rely solely on automated processing to make a decision that produces a significant legal effect about a user unless appropriate notice, safeguards and rights are provided.

22. Children

Masqany is intended for adults aged 18 and over. The platform does not knowingly offer accounts to children or intentionally collect their personal data.

If you believe a child has provided personal information to Masqany, contact info@speqlink.com so the matter can be reviewed.

23. Data accuracy

Users are responsible for keeping account, listing and verification information accurate and current. You may update supported details through your account or request assistance by email.

Masqany may ask for updated information when a document expires, an account changes or accuracy is questioned.

24. Privacy complaints

If you have a concern about how Masqany handles personal data, contact info@speqlink.com. Please describe the issue and include enough information for it to be investigated.

You also have the right to contact the Office of the Data Protection Commissioner in Kenya. Contacting Masqany first is encouraged because it may allow the concern to be resolved quickly, but it does not remove your right to approach the regulator.

25. Changes to this policy

This policy may be updated when Masqany introduces new features, changes service providers, improves security or responds to legal and operational developments.

The current policy will always be published on this page with its effective date. Material changes will be communicated through a reasonable channel when required.

26. Contact

For privacy questions, account requests or complaints concerning Masqany, contact:

info@speqlink.com