



ThinkMate  
your business thinking partner

# OUR COMPANY PRIVACY POLICY





## 1. Introduction

Welcome to Thinkmate, your trusted partner in technology solutions and innovation. At Thinkmate, we are driven by a passionate commitment to excellence and a deep-seated dedication to empowering businesses through cutting-edge technology. Our journey began with a small team of dedicated developers who shared a visionary goal: to make a positive impact in the world of IT. Today, Thinkmate stands as a testament to the power of unwavering commitment, technical expertise, and client-focused service.

## 2. Information We Collect

2.1. Personal Information: To better serve your needs, we may collect personal information that you provide to us voluntarily. This information encompasses, but is not limited to, your name, email address, postal address, phone number, and other contact details essential for smooth communication and the delivery of our services.

2.2. Usage Information: As part of our commitment to enhancing your user experience, we collect data related to how you engage with our website and services. This includes, but is not limited to, your IP address, browser type, device identifiers, session duration, and the specific pages you navigate.

2.3. Cookies and Similar Technologies: To improve our understanding of user behavior and preferences, we employ cookies and similar technologies. These tools assist us in gathering information about your browsing activities, user preferences, session duration, and interactions with our website.

2.4. User-Generated Content: We encourage user engagement and may collect and store content, comments, or reviews that you submit on our platform. This user-generated content plays a pivotal role in enhancing our services and tailoring them to meet your unique needs.

## 3. How We Use Your Information

3.1. Provide Services: Your information is fundamental to delivering, maintaining, and improving our technology solutions and services. This includes, but is not limited to, software development, software maintenance, systems integration, IT advisory, cybersecurity, IT procurement, land acquisition, environmental services, AI, Big Data & Machine Learning, system auditing, and SEO services.

3.2. Communication: We may use your contact information to communicate with you for various purposes, including responding to inquiries, providing essential updates about our services, and sending marketing communications. We respect your preferences and offer you the flexibility to opt in or out of marketing communications.



## 4. Sharing Your Information

4.1. Third-Party Service Providers: In our endeavor to provide you with the best possible service, we may share your information with trusted third-party service providers. These partners collaborate with us in various facets of service delivery and improvement. Rest assured, they are contractually bound to protect your information and use it solely for authorized purposes.

4.2. Legal Compliance: We may disclose your information when compelled by applicable laws, legal processes, or government requests. Such disclosures are made to fulfill our legal obligations and protect our rights, as well as the rights of our users and clients.

## 5. Your Choices

5.1. Access and Correction: We offer you the opportunity to access and correct your personal information. You can exercise this right by logging into your account or reaching out to our dedicated support team.

5.2. Marketing Communications: You have the power to opt in or out of marketing communications. We respect your preferences, and you can modify them at any time by following the instructions provided in our communications or by contacting us directly.

## 6. Data Security

Thinkmate prioritizes data security. We employ reasonable and industry-standard security measures to safeguard your information against unauthorized access, disclosure, alteration, or destruction.

## 7. Children's Privacy

Our services are designed for individuals above the age of 13. We do not knowingly collect personal information from children under 13 without the explicit consent of their parents or legal guardians.

## 8. International Users

If you access our services from outside the United States, please note that your data may be transferred to and processed in the United States, where our servers are located. By using our services, you consent to this transfer and processing.

## 9. Changes to this Privacy Policy

We retain the right to update this Privacy Policy to reflect changes in our practices or to ensure compliance with evolving legal or regulatory requirements. We will notify you of any material changes through our website or other effective means.

## 10. Contact Us

Should you have any questions, concerns, or specific requests concerning this Privacy Policy or your personal information, please do not hesitate to contact our Privacy Officer at [admin@thinkmate.co.tz](mailto:admin@thinkmate.co.tz)