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1.0 PRIVACY POLICY

1.1 Introduction

Rans Ltd (“Rans”, “we”, “us”, or “our”) values your privacy and is committed to protecting the personal data of all users who access or use our website, services, and platforms. We understand that personal information is sensitive and must be handled responsibly and transparently.

This Privacy Policy explains how we collect, use, store, share, and protect your personal data when you interact with our website and real estate services. It also outlines your rights under the **Uganda Data Protection and Privacy Act, 2019**, and how you may exercise those rights. By using our website, you acknowledge that you have read and understood this Privacy Policy.

1.2. Data We Collect

To provide effective real estate services, we may collect various categories of personal data depending on how you interact with our website.

1.3 Identity & Contact Data

We may collect personal details that allow us to identify and communicate with you. This includes your full name, email address, phone number, and the type of user you are registered as on our platform, such as an agent, landlord, buyer, tenant, or other related category. This information helps us tailor our services and communications to your specific role and needs.

1.4 Property & Transaction Data

In the course of providing real estate services, we may collect information related to property listings and transactions. This includes inquiries you make, offers submitted, booking details, listing information, property descriptions, pricing, and property photographs. This data enables us to display listings accurately and facilitate interactions between interested parties.

1.5 Verification Data (Where Required)

To maintain trust, legitimacy, and compliance within our platform, we may request verification documents in certain cases. This may include identification documents and certificates proving ownership of property, particularly for agents or landlords listing properties. Such data is collected strictly for verification and compliance purposes.

1.6 Payment Data

Where payments are involved, we may collect limited payment-related information such as the selected payment method and transaction details. Please note that sensitive card or financial information is processed securely by third-party payment service providers, and Rans does not store full card details on its systems.

1.7 Usage Data

We may automatically collect technical and usage information when you interact with our website. This includes IP addresses, browser type, device type, pages visited, time spent on the website, search behavior, and general navigation patterns. This data helps us understand how users engage with our platform and improve overall performance and usability.

1.8 Communications Data

We collect records of communications sent through our website, including emails, chats, inquiry forms, and other messages. This information allows us to respond to requests, resolve issues, and maintain accurate records of user interactions.

1.9 How We Collect Data

We collect personal data through several methods to ensure accuracy and relevance. Data may be provided directly by you when you fill out forms, create an account, upload listings, or communicate with us. Some data is collected automatically through cookies, analytics tools, and similar technologies when you browse our website. In certain cases, we may also receive data from third parties such as agents, landlords, payment processors, or service partners involved in delivering our services.

1.10 How We Use Your Data

We use personal data only for lawful and specific purposes related to our real estate operations. This includes providing and managing website services and property listings, facilitating communication between agents, landlords, buyers, and tenants, and responding to inquiries or requests submitted through the platform.

Your data may also be used to send property alerts, notifications, or updates that are relevant to your preferences, improve our website functionality and user experience, detect and prevent fraud or misuse, process payments where applicable, and comply with legal or regulatory requirements.

1.11 Legal Basis for Processing

Rans processes personal data only where there is a lawful basis to do so. This may include your consent, where you have explicitly agreed to data collection or marketing communications. Data may also be processed where it is necessary to perform a contract or provide services requested by you. In some cases, processing is required to comply with legal obligations. We may also process data based on our legitimate interests, such as improving services, ensuring platform security, and preventing fraud, provided such interests do not override your rights.

1.12 Sharing Personal Data

We may share personal data with trusted third parties strictly for purposes related to delivering our services. This may include agents, landlords, or property managers involved in property transactions, payment processors handling financial transactions, IT and hosting providers supporting our website infrastructure, and professional advisors such as legal or compliance consultants.

We may also share data with regulators or public authorities where required by law, as well as third-party analytics or marketing tools that help us improve our services. In all cases, we ensure that shared data is handled securely and lawfully. Rans does **not sell** personal data to third parties.

1.13 International Transfers

In certain situations, personal data may be transferred or stored outside Uganda. Where this occurs, we ensure that appropriate safeguards are in place to protect your data, in accordance with the **Uganda Data Protection and Privacy Act, 2019**. These safeguards may include contractual protections or other legally recognized mechanisms to ensure data security and confidentiality.

1.14 Data Retention

We retain personal data only for as long as it is necessary to fulfil the purposes for which it was collected. This includes providing services, meeting legal or regulatory requirements, resolving disputes, and maintaining proper records. Once personal data is no longer required, it is securely deleted, anonymized, or otherwise disposed of in a safe manner.

1.15 Data Security

Rans implements appropriate technical and organizational measures to protect personal data against unauthorized access, loss, misuse, or disclosure. These measures include secure servers, website encryption technologies such as SSL/TLS, restricted access controls, and ongoing fraud monitoring. While we strive to maintain high security standards, users should understand that no online system can be guaranteed to be completely secure.

1.16 Your Rights

Under the **Uganda Data Protection and Privacy Act, 2019**, you have several rights regarding your personal data. These include the right to access your data, request correction of inaccurate or incomplete information, request deletion of your data where applicable, withdraw consent at any time, restrict or object to certain types of processing, and opt out of direct marketing communications.

You also have the right to lodge a complaint with the **Personal Data Protection Office (PDPO)** if you believe your data has been handled unlawfully. To exercise any of your rights, you may contact us using the details provided below.

1.17 Third-Party Websites

Our website may contain links to external websites operated by third parties. Rans is not responsible for the privacy practices, content, or security of those external sites. We encourage users to review the privacy policies of any third-party websites they visit.

1.18 Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legal requirements, business practices, or services. Any updates will be posted on this page, and the "Last updated" date will be revised accordingly. Continued use of the website after changes are made constitutes acceptance of the updated policy.

1.19 Contact Information

If you have any questions, concerns, or requests related to this Privacy Policy or the handling of your personal data, please contact us using the details below:

2.0 TERMS & CONDITIONS (TERMS OF USE)

2.1 Introduction

Welcome to **Rans Solutions**, a real estate platform operated by **Rans Ltd** (“Rans”, “we”, “us”, or “our”). These Terms & Conditions govern your access to and use of the website available at <https://ransolutions.com/> (the “Website”), including all content, features, tools, and services offered through it.

By accessing, browsing, registering on, or using this Website in any manner, you confirm that you have read, understood, and agreed to be bound by these Terms & Conditions. If you do not agree with any part of these Terms, you must immediately stop using the Website.

2.2 Eligibility

You may only use this Website if you meet the following requirements. You must be at least **18 years of age** or have reached the legal age of majority in your jurisdiction, and you must have the legal capacity to enter into binding agreements.

If you are accessing or using the Website on behalf of a company, agency, or other legal entity, you represent and warrant that you have the authority to bind that entity to these Terms. In such cases, references to “you” will include both you as an individual and the entity you represent.

2.3 Account Registration

Certain features and services on the Website require you to create an account. When registering, you may be required to provide personal information such as your name, email address, phone number, password, and your user role (for example, buyer, tenant, agent, landlord, or developer).

You agree to provide accurate, current, and complete information and to keep your account details updated. You are solely responsible for maintaining the confidentiality of your login credentials and for all activities that occur under your account. Rans will not be responsible for any loss or damage arising from unauthorized use of your account.

2.4 Services Offered

Through the Website, Rans provides a digital platform that allows users to browse and search property listings, list properties for sale or rent, connect with agents, landlords, developers, and other service providers, submit inquiries or booking requests, and access general market insights and real estate-related information.

Rans does not guarantee uninterrupted availability of the Website or any specific feature. We reserve the right to modify, suspend, update, or discontinue any part of the Website or services at any time, with or without notice.

2.5 Acceptable Use

You agree to use the Website responsibly, lawfully, and in a manner consistent with these Terms. You must not use the Website for any unlawful, fraudulent, or harmful purpose. Prohibited conduct includes uploading or posting false, misleading, offensive, defamatory, or illegal content; attempting to gain unauthorized access to the Website or its systems; copying, scraping, or extracting data without permission; impersonating another person or misrepresenting your identity or affiliation; or posting property information that you do not have the legal right to publish.

Any violation of this Acceptable Use section may result in suspension, restriction, or termination of your account, without prior notice.

2.6 Property Listings & User Content

2.6.1 Responsibility for Listings

Property listings and related content on the Website may be uploaded by agents, landlords, developers, property managers, or other users. Rans acts only as a platform provider and does not independently verify the accuracy, completeness, legality, or availability of listed properties.

2.6.2 No Real Estate Guarantee

All property information is provided on an “as is” basis for general informational purposes only. Prices, features, availability, and terms may change at any time without notice. Rans does not guarantee ownership, legality, suitability, or transaction outcomes. Users are solely responsible for conducting their own due diligence, inspections, and legal verification before entering into any agreement.

2.6.3 License to Use Content

By submitting or posting any content on the Website, you grant Rans a non-exclusive, worldwide, royalty-free license to use, display, reproduce, modify, and distribute such content solely for the purpose of operating, marketing, and improving the Website and its services.

2.7 Fees and Payments

Some services offered on the Website, such as premium listings or promotional features, may require payment. All applicable fees will be clearly displayed at the point of purchase. Fees may change from time to time, and continued use of paid services constitutes acceptance of updated pricing.

Payments may be processed through third-party payment service providers. Rans does not control these platforms and is not responsible for errors, delays, or failures caused by third-party payment systems.

2.8 Intellectual Property

All content on the Website, including text, graphics, logos, images, layouts, designs, software, and trademarks, is owned by or licensed to Rans and is protected by intellectual property laws.

You may access and use the Website content for personal, non-commercial purposes only. You may not copy, reproduce, modify, distribute, publish, or otherwise exploit any Website content without prior written consent from Rans.

2.9 Third-Party Links

The Website may contain links to third-party websites, platforms, or services, including payment providers, social media platforms, or partner websites. These links are provided for convenience only. Rans does not control or endorse third-party content and is not responsible for their terms, privacy practices, or operations.

2.10 Disclaimers

2.10.1 General Disclaimer

The Website and all services are provided on an “as is” and “as available” basis without warranties of any kind, whether express or implied. Rans does not warrant that the Website will be error-free, secure, or uninterrupted.

2.10.2 Real Estate Disclaimer

Rans does not verify ownership of all listed properties, accuracy of listing details, compliance of agents or landlords with applicable laws, or completion or success of any transaction. All decisions made based on information from the Website are at your own risk.

2.11 Limitation of Liability

To the fullest extent permitted by law, Rans shall not be liable for any indirect, incidental, consequential, or special damages, including loss of data, profits, business opportunities, or reputation, arising from your use of the Website.

In any event, Rans' total liability shall not exceed the total amount paid by you, if any, for services on the Website during the twelve (12) months preceding the claim.

2.12 Indemnity

You agree to indemnify, defend, and hold harmless Rans, its directors, employees, and partners from any claims, damages, losses, liabilities, or expenses arising from your use of the Website, your violation of these Terms, any content you upload, or infringement of any third-party rights.

2.13 Termination

Rans reserves the right to suspend or terminate your access to the Website at any time, with or without notice, if you breach these Terms, engage in fraudulent or unlawful activity, pose security risks, or fail to comply with applicable laws or regulations.

2.14 Governing Law

These Terms & Conditions are governed by and construed in accordance with the laws of the **Republic of Uganda**. Any disputes arising from or related to these Terms shall be subject to the exclusive jurisdiction of the courts of Uganda.

3.0 COOKIE POLICY

3.1 Introduction

This Cookie Policy explains how **Rans Solutions**, operated by **Rans Ltd** (“Rans”, “we”, “us”, or “our”), uses cookies and similar tracking technologies on <https://ransolutions.com/> (the “Website”). Cookies help us ensure that the Website functions properly, remains secure, and delivers a smooth and personalized user experience.

By continuing to browse or use our Website, you consent to the use of cookies in accordance with this Cookie Policy, unless you choose to disable them through your browser or cookie settings.

3.2 What Are Cookies?

Cookies are small text files that are placed on your computer, smartphone, tablet, or other internet-enabled device when you visit a website. These files allow the website to recognize your device, remember your preferences, and collect information about how you interact with the site.

Cookies play an important role in enhancing website functionality, improving performance, analyzing user behavior, and delivering relevant content and advertisements.

3.3 Types of Cookies We Use

Rans Solutions uses different categories of cookies to support the operation and improvement of the Website.

3.3.1 Strictly Necessary Cookies

Strictly necessary cookies are essential for the proper functioning of the Website. They enable core features such as website security, user authentication, account login, and page navigation. Without these cookies, certain services and features cannot operate correctly. Because they are required for basic website functionality, these cookies cannot be disabled through our systems.

3.3.2 Performance & Analytics Cookies

Performance and analytics cookies help us understand how visitors interact with the Website. These cookies collect information such as pages visited, time spent on the site, navigation patterns, and any errors encountered.

We may use third-party tools such as Google Analytics, traffic analyzers, and performance monitoring tools to gather this information. The data collected is aggregated and anonymized where possible and is used solely to improve website performance, content quality, and overall user experience.

3.3.3 Functionality Cookies

Functionality cookies allow the Website to remember choices you make and preferences you set. These cookies help enhance usability by remembering details such as saved searches, preferred settings, and login states, making your experience more convenient and personalized when you return to the Website.

3.3.4 Advertising & Marketing Cookies

Advertising and marketing cookies are used to deliver advertisements that are relevant to your interests and to measure the effectiveness of marketing campaigns. These cookies may track your interaction with advertisements and help limit the number of times you see the same ad.

Such cookies may be placed by Rans or by third-party advertising networks and social media platforms, including services such as Meta (Facebook) and Google Ads. These platforms may use the information collected to show ads on other websites or platforms.

3.4 Third-Party Cookies

Some cookies used on the Website may be placed by third-party service providers whose tools or features are integrated into our platform. These may include payment processors, live chat or chatbot services, embedded maps, analytics providers, and social media plugins.

Rans does not control these third-party cookies, and their use is governed by the respective third parties' own privacy and cookie policies. We encourage you to review those policies to understand how your data is handled by third-party services.

3.5 Managing Cookies

You have control over how cookies are used on your device. You may accept or decline cookies through the cookie consent banner displayed on the Website. Additionally, most web browsers allow you to manage cookies through their settings, including blocking, deleting, or restricting cookies entirely.

Please note that disabling certain cookies, particularly strictly necessary or functionality cookies, may affect the performance, availability, or functionality of the Website and limit access to some features.

3.6 Updates to This Cookie Policy

Rans may update this Cookie Policy from time to time to reflect changes in technology, legal requirements, or how we use cookies. Any updates will be posted on this page, and the "Last updated" date will be revised accordingly. Continued use of the Website after changes are made constitutes acceptance of the updated Cookie Policy.

3.7 Contact Information

If you have any questions or concerns regarding this Cookie Policy or our use of cookies, please contact us using the details below:

4.0 ACKNOWLEDGEMENT & DECLARATION

I, _____, hereby acknowledge that I have read, understood, and agreed to the **Rans Solutions Privacy Policy, Terms & Conditions (Terms of Use), and Cookie Policy** as published on the Rans Solutions website.

I confirm that I understand how Rans Ltd (“Rans”) collects, uses, stores, shares, and protects my personal data in accordance with the **Uganda Data Protection and Privacy Act, 2019**, and that my use of the website and its services is subject to these policies.

I expressly acknowledge and accept that:

- My access to and use of the Rans Solutions website and services constitutes my consent to the collection and processing of personal data as described in the Privacy Policy
- I am responsible for ensuring that any information or content I submit on the platform is accurate, lawful, and authorized
- Rans acts solely as a platform provider and does not guarantee property ownership, transaction outcomes, or the accuracy of user-submitted listings
- Any misuse of the website or violation of the Terms & Conditions may result in suspension, restriction, or termination of my access, and may give rise to legal action where applicable
- I am responsible for reviewing these policies periodically and seeking clarification where any provision is unclear

I further acknowledge that the **Privacy Policy, Terms & Conditions, and Cookie Policy may be updated from time to time**, and that my continued use of the Rans Solutions website after such updates constitutes acceptance of the most current versions.

User Declaration

Full Name: _____

Email Address: _____

User Role (e.g. Buyer, Tenant, Agent, Landlord): _____

Signature: _____

Date: _____

Policy Status & Updates

These policies are living documents and may be reviewed and updated periodically to reflect changes in law, technology, regulatory requirements, or business operations. Updated versions will be made available on the Rans Solutions website.

Last Updated:

Date:

Approved by:.....