Privacy Policy

Effective Date: September 29, 2026

Kamanda Management LLC ("Kamanda," "we," "us," or "our") respects your privacy and aims to handle personal information carefully and responsibly. This Privacy Policy explains what information we collect through kamandagroup.com, why we use it, and how third-party services may process limited information on our behalf.

1. Who We Are and Scope

Kamanda Management LLC, at the address in the Contact section below, is responsible for deciding how personal information covered by this policy is used (the data controller). This policy covers our website, enquiries, and related business communications, including information provided by email or by a business representative.

If an engagement involves processing personal information on a client's instructions, the agreed data-processing terms and the client's own privacy notice will also apply. This policy does not replace those arrangements.

2. Information We Collect

When you submit an enquiry through our website, we may collect:

- Full name
- Business name, where applicable
- Email address
- Phone number, country, and extension if provided
- Client type
- Service of interest
- Subject
- Message and any information you choose to include in it

Please provide only information relevant to your enquiry. Do not include passwords, payment-card details, identity documents, health information, or other sensitive information in the general contact form. If you provide someone else's details, you must have a lawful basis to do so and make this policy available to them.

Fields identified as required are needed to process the form. Other details are optional. Without sufficient contact or enquiry information, we may be unable to respond; you may instead contact us by email.

We also process limited technical information needed to protect and operate the website. This may include an IP address for rate limiting, CAPTCHA verification information, browser/request information, and security-related identifiers.

3. How We Use Your Information

We use information submitted through the website to:

- Respond to your enquiry
- Communicate with you about services you are interested in
- Understand your project or business requirements
- Coordinate appropriate internal or partner follow-up
- Prevent spam, abuse, duplicate submissions, and automated attacks
- Maintain the security and reliability of the website
- Keep reasonable business and communication records where required

We do not automatically add contact-form users to marketing lists.

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

4. Grounds for Processing

We process personal information only on grounds available under the law that applies to the particular activity. These include taking steps you request before entering a contract or performing a contract with you, complying with legal obligations, and establishing, exercising, or defending legal claims where permitted.

Where consent is required, we will seek it for the relevant purpose. You may withdraw consent by contacting us; withdrawal does not affect earlier lawful processing. Reading this policy or browsing the website does not by itself give consent to unrelated processing or marketing.

For security and ordinary business communications, we rely on legitimate interests only where the applicable law permits that ground and the necessary assessment supports its use without overriding your rights. Otherwise, we must use another available ground, including consent where required.

5. Contact Form Processing

Contact-form submissions are processed through secure server-side validation before being accepted.

The website currently uses:

- Brevo for transactional email delivery
- Google reCAPTCHA Enterprise for automated abuse and bot detection
- Upstash Redis for rate limiting and duplicate-submission protection

- Vercel for website hosting and server execution
- Google for Kamanda's business email storage and handling of enquiry correspondence

We make reasonable efforts to limit the information shared with external service providers to what is necessary for each service to perform its role.

We do not share your personal information with third-party advertising networks or tracking services.

6. Brevo Email Processing

Brevo delivers enquiry emails to Kamanda and acknowledgement emails to the sender. This involves processing the contact details and message needed for delivery, together with delivery and diagnostic records.

Our use of Brevo is subject to the applicable service and data-processing arrangements. Submitting an enquiry does not subscribe you to marketing. Any marketing requiring consent will be handled separately, with a way to withdraw that consent.

7. Google reCAPTCHA Enterprise

Google reCAPTCHA Enterprise helps protect the website against fraud, bots, and abuse. It processes technical and interaction signals, which may include IP address, browser and device information, cookies, and activity associated with the security check. We do not intentionally send the enquiry message itself for CAPTCHA verification.

For reCAPTCHA customer data, Kamanda acts as controller and Google acts as processor under the applicable Google Cloud terms and Cloud Data Processing Addendum. Google processes that data to provide and maintain the security service.

Security checks may block or challenge a submission. If you cannot submit the form or believe a security decision is mistaken, contact info@kamandagroup.com so that a person can assist with your enquiry.

8. Upstash Redis

Upstash Redis is used only for rate limiting and duplicate-submission protection.

The implementation is designed to minimize personal information shared with Upstash.

Before identifiers such as IP addresses or email addresses are used for rate limiting, they are transformed using a keyed cryptographic hash.

Duplicate-submission protection also uses a cryptographic fingerprint rather than storing the raw enquiry content in Redis.

The website is not designed to store the full contact-form message in Upstash.

9. Cookies and Similar Technologies

Website hosting and security services may use cookies or similar browser technologies to operate and protect the website. reCAPTCHA uses a security cookie called _grecaptcha. Blocking these technologies in your browser may affect the contact form or security checks; email remains an alternative.

Where a technology requires consent under applicable law, consent must be obtained before it is used. This privacy notice is not a substitute for that consent.

10. Data Minimization

Kamanda aims to collect and process only information reasonably needed to:

- respond to enquiries
- operate the website
- protect the website from abuse
- support legitimate business communications

When third-party services are used, we aim to provide only the information necessary for the relevant service.

11. Sharing of Information

We do not sell or rent personal information. We limit disclosure to information needed for a defined purpose and a lawful basis.

- Service providers supporting hosting, email delivery, security, and business administration, acting under applicable confidentiality and data-processing arrangements.
- Business or specialist partners when needed for a requested introduction or engagement. We will explain a proposed disclosure and obtain consent where required before sharing identifiable enquiry details. An independent partner is responsible for its own processing and privacy notice.
- Professional advisers where needed for advice, compliance, or legal claims, subject to confidentiality obligations.
- Courts, regulators, or other authorities where disclosure is legally required or otherwise permitted and necessary under applicable law.

12. Data Retention

We keep identifiable information only while needed for its stated purpose or a lawful retention requirement. For enquiries, the relevant criteria are whether follow-up is still active, whether an engagement results, and whether records are needed to resolve an outstanding issue. For client records, relevant criteria include the engagement duration, applicable accounting and tax requirements, and legal claim periods.

Enquiries are delivered by email and retained in Kamanda's Google email account; we do not maintain a separate database of contact-form responses. The account currently uses its default retention settings. Those settings do not establish a fixed deletion deadline for every message. Retention of enquiry correspondence remains subject to the purpose and legal criteria above. Security identifiers and delivery logs are retained according to their operational purpose and the relevant service configuration.

When information is no longer needed, it must be securely deleted or irreversibly anonymised. Any retained backup copies must remain protected and be removed through the applicable backup cycle. A legal hold may delay deletion of relevant records; it does not permit unrelated use.

You may ask us about the retention criteria applicable to your information using the contact details below.

13. Security

Kamanda uses reasonable administrative and technical measures intended to protect information submitted through the website.

These measures include server-side validation, CAPTCHA verification, rate limiting, duplicate-submission protection, restricted service credentials, and secure transport.

No online system can be guaranteed to be completely secure, but we take reasonable steps to reduce unnecessary exposure of personal information. We will assess suspected personal-data breaches and notify affected people and competent authorities when required by applicable law.

14. Third-Party Services and Links

Links to independently operated websites are provided for convenience. Their operators are responsible for their own collection and use of information, and you should review their privacy notices before providing details.

Using a service provider does not remove Kamanda's responsibilities for processing under its control. The provider's role and the applicable law determine the responsibilities of each party.

15. Your Rights and Choices

Subject to the applicable law and its exceptions, you may request information about processing, access and a copy of your data, correction, deletion or destruction, restriction or cessation of processing, and portability where available. You may also withdraw consent and object to processing where the law provides that right.

Email info@kamandagroup.com with your request and enough detail to identify the relevant interaction. We may seek proportionate information to verify your identity or an authorised representative's authority; please do not send identity documents unless requested through an appropriate channel.

We will respond within the applicable statutory period. If an extension, refusal, or lawful retention exception applies, we will explain it and the available challenge or complaint options. Requests are free unless the applicable law expressly permits a charge.

You may raise concerns with us or complain directly to the competent data-protection authority. This includes the UAE Data Office where the UAE federal data-protection law applies, and the Saudi Data and Artificial Intelligence Authority (SDAIA) where the Saudi Personal Data Protection Law applies. Contacting us first is not a condition of exercising those rights.

16. International Processing

Kamanda is based in the United Arab Emirates. Sending an enquiry from Saudi Arabia or another country involves processing in the UAE. Our hosting, email, and security providers may also process information in other countries through their infrastructure and support operations.

Any restricted international transfer must meet the applicable legal requirements, including any necessary adequacy determination, approved contractual safeguards, assessment, or other legally available transfer mechanism. We do not treat use of the website as blanket consent to international transfers.

Contact us for information about the destinations and safeguards relevant to your enquiry. Specific service arrangements may require additional disclosures or protections before information is transferred.

17. Children’s Information

Our website and services are directed to business users and are not intended to solicit personal information from children. If you believe a child has provided information without appropriate authority, contact us so we can assess and address it under applicable law.

18. Changes to This Privacy Policy

Kamanda may update this Privacy Policy from time to time.

The current version will be published on this page with its effective date. For material changes, we will provide appropriate notice and obtain fresh consent where required before using information for a new purpose.

19. Contact

Kamanda Management LLC

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Ras Al Khaimah, United Arab Emirates

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