

# COOKIE POLICY

## Introduction

Murang'a Water and Sanitation Company (MUWASCO) its subsidiaries store and/or access information on a device, such as cookies and process personal data, such as unique identifiers and standard information sent by a device for personalized ads and content, ad and content measurement, and audience insights, as well as to develop and improve products.

This cookie policy outlines how Murang'a Water and Sanitation Company entities use cookies, pixels, and similar technologies (together "cookies") on our websites and mobile banking applications ("Apps"), and your choices in this regard.

By using our Websites and/or our Apps, you agree to our use of cookies in accordance with this cookie policy. If you do not agree to our use of cookies, please disable cookies on your computer or other devices (by navigating to "Managing your cookies preferences" section on your browser settings).

## What are cookies?

Cookies are small text files which are stored on your computer, mobile or other device when you first visit a website, containing the details of your browsing history on that website.

When you return to websites – or visit websites that use the same cookies – they recognise these cookies and therefore your browsing device.

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

## What we use Cookies for

We use cookies for the following:

- Helping the users optimise their visit on the website by enabling the browser to remember information specific to a given user.
- Recognise and count the number of visitors, analyse how well our website is performing.
- Remember your username and preferences. This makes it possible to match your preferred interests more quickly and make the content displayed more relevant to you.
- Protect you from fraud and keep improving security.
- Study how people use our websites and apps and our other services, so we can improve them.
- Decide which of our products, services and offers may be relevant for you.
- Tailor the marketing you see on social media, apps and other websites.

We will not sell or distribute cookie information without your prior consent. If you are concerned about your data, you have the right to require us to correct any inaccuracies in your data free of charge.

**We use the following types of Cookies:**

**1. Session cookies**

These are cookies are created temporarily in your browser's subfolder while you are visiting a website. These cookies expire and are automatically deleted when you close your internet browser.

**2. Persistent cookies**

They remain in your browser's subfolder and are activated again once you visit the website that created that particular cookie. A persistent cookie does not expire when you close your browser, it remains in the browser's subfolder for the duration period set within the cookie's file.

**3. Performance cookies**

These are cookies used specifically for gathering data on how you use our website e.g., which pages of the website are visited most often, or if you get error messages on web pages. These cookies monitor only the performance of the site as the user interacts with it. These cookies don't collect identifiable information on visitors, which means all the data collected is anonymous and only used to improve the functionality of a website.

**4. Third party cookies**

Third-party cookies are installed by some of our third parties with the aim of collecting certain information from web users to carry out research into, for example, behaviour, demographics or spending habits.

**5. Functionality cookies**

Functionality cookies allow Murang'a Water and Sanitation Company websites to remember the user's site preferences and choices they make on the site including username, region, and language. This allows the website to provide personalized features/ products if you share your location. They are anonymous and don't track browsing activity across other websites.

**How to manage your cookies preferences?**

You can choose to block, delete or disable cookies as your browser or device permits. Please note that if you use your browser settings to block, delete or disable cookies some features and functionality on our website will be affected or you may not be able to access some parts of the website. To enable or disable cookies, follow the instructions provided by your browser.