

Privacy Policy for the TFRA Agro-dealer Tool

1. Introduction

The **Tanzania Fertilizer Regulatory Authority (TFRA)** (“we”, “our”, or “us”) operates the **TFRA AgroDealer Tool** (“the App”).

This Privacy Policy explains how we collect, use, disclose, and protect personal information when users (“you”) use the App.

By using the TFRA AgroDealer Tool, you agree to the terms of this Privacy Policy.

2. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, contact details, national ID, dealer license number, and location.
- **Business Information:** Shop details, TIN number, inventory records, fertilizer sales data, and transaction history.
- **Device Information:** Device model, operating system, IP address, and mobile network.
- **Usage Data:** Logins, activities performed, and app performance statistics.

3. How We Use the Information

We use the collected information to:

- Facilitate fertilizer sales, tracking, and reporting.
- Verify agro-dealer and farmer identities.
- Ensure compliance with fertilizer regulations.
- Generate accurate reports for government monitoring.
- Improve app functionality and user experience.
- Communicate updates, notifications, and support information.

4. Data Sharing and Disclosure

Your information may be shared only with:

- **TFRA** departments responsible for fertilizer regulation and subsidy management.
- **Government agencies** involved in fertilizer distribution and oversight.
- **Service providers** who support app hosting, maintenance, or analytics (bound by confidentiality obligations).

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

5. Data Storage and Security

We implement appropriate technical and organizational measures to protect your data from unauthorized access, loss, misuse, or alteration.

All data is securely stored on **TFRA-managed servers** within Tanzania or trusted government-approved environments.

6. Data Retention

We retain personal data only for as long as necessary to fulfill regulatory or operational requirements, or as required by law.

After the retention period, data is securely deleted or anonymized.

7. Your Rights

You have the right to:

- Access, correct, or update your personal information.
- Request deletion of your data, subject to regulatory requirements.

- Withdraw consent for certain processing activities.

8. Children's Privacy

The App is intended for licensed agro-dealers and not for use by individuals under the age of 18.

9. Updates to This Policy

TFRA may update this Privacy Policy from time to time. Updates will be posted within the App or on our official website.

Continued use of the App after updates means you accept the revised terms.

10. Contact Us

For questions, feedback, or data requests, contact:

Tanzania Fertilizer Regulatory Authority (TFRA)

Email: info@tfra.go.tz

Website: <https://www.tfra.go.tz>

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