

Privacy Policy

Last updated: June 20, 2026

Los Bebes Inc ("Los Bebes Inc," "we," "us," or "our") respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our websites, use our software applications, platforms, and services (collectively, the "Services"), or otherwise interact with us. It also describes your rights and how to exercise them.

This Policy applies to Los Bebes Inc as the data controller for our own websites and Services. Where we process data on behalf of a business client (for example, when our software is deployed for that client), that client is the data controller and its own privacy notice governs; we act as a processor under our agreement with them.

1. Information We Collect

Information You Provide

- Identity and contact details (name, email, phone number, company, job title);
- Account credentials and profile information when you register for a product or service;
- Payment and billing information (processed by our payment partners; we do not store full card or wallet credentials);
- Communications you send us (enquiries, support requests, feedback);
- Information contained in contracts, service agreements, and project materials; and
- Any content or data you submit through our Services.

Information Collected Automatically

- Device and connection information (browser type, operating system, device identifiers);
- Usage data (pages visited, features used, time spent, click and navigation patterns);
- Log data and IP address, and approximate location derived from it;
- Information collected through cookies and similar technologies (see Section 4).

Precise Location Data

Some of our applications (for example, emergency-response, dispatch, mapping, and logistics products) require precise GPS location to function. We collect and process precise location **only with your permission**, which you can grant or revoke through your device settings. Disabling location may limit features that depend on it.

Information From Third Parties

We may receive information about you from service providers, partners, authentication providers, and publicly available sources, which we combine with information we collect directly.

2. How We Use Your Information

We use personal data to:

- Provide, operate, maintain, and secure our Services;
- Create and manage accounts and authenticate users;
- Process transactions and deliver the features you request;
- Respond to enquiries and provide customer and technical support;
- Improve, develop, and personalise our Services;
- Send service, security, and (where permitted) marketing communications;
- Detect, prevent, and investigate fraud, abuse, and security incidents; and
- Comply with legal obligations and enforce our terms.

3. Legal Bases for Processing

Where applicable data-protection law requires a legal basis, we rely on one or more of the following:

- **Performance of a contract:** to provide the Services you request;
- **Consent:** for example, for precise location, certain cookies, and marketing (you may withdraw consent at any time);
- **Legitimate interests:** to secure, improve, and promote our Services in a way that does not override your rights; and
- **Legal obligation:** to comply with applicable laws.

4. Cookies and Similar Technologies

We use cookies and similar technologies to operate our websites, remember your preferences, analyse usage, and improve performance. Essential cookies are required for basic functionality; other cookies are used only where permitted. You can control cookies through your browser settings, though disabling some may affect functionality.

5. How We Share Information

We do not sell your personal information. We share data only as needed and with appropriate safeguards, including with:

- **Service providers and sub-processors** who host, operate, and support our Services (for example, cloud hosting and backend infrastructure, authentication and database providers, payment aggregators, messaging platforms, and mapping providers);
- **Professional advisors** such as lawyers, auditors, and accountants;
- **Authorities** when required by law, regulation, legal process, or to protect rights, safety, and security; and
- **Business transfers:** in connection with a merger, acquisition, financing, or sale of assets, subject to this Policy.

Our sub-processors are bound by contractual obligations to protect your data and to process it only on our instructions.

6. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes described in this Policy, to provide the Services, to comply with our legal obligations, resolve disputes, and enforce our agreements. When data is no longer needed, we delete or anonymise it.

7. Data Security

As a cybersecurity-focused company, we implement appropriate technical and organisational measures to protect personal data, including encryption in transit, access controls, least-privilege practices, server-side validation, and regular security assessments. However, no method of transmission or storage is completely secure, and we cannot guarantee absolute security. You are responsible for keeping your account credentials confidential.

8. International Data Transfers

We are based in Cameroon, and your information may be processed in Cameroon and in other countries where we or our service providers operate. These countries may have data-protection laws different from those in your jurisdiction. Where required, we put appropriate safeguards in place for such transfers.

9. Your Rights and Choices

Depending on your location, you may have the right to:

- Access the personal data we hold about you;
- Correct inaccurate or incomplete data;
- Delete your data;
- Object to or restrict certain processing;
- Request portability of your data;
- Withdraw consent where processing is based on consent; and
- Lodge a complaint with a competent data-protection authority.

To exercise any of these rights, contact us at support@losbebesinc.com. We will respond in accordance with applicable law and may need to verify your identity before acting on your request.

10. Children's Privacy

Our Services are not directed to children under 16, and we do not knowingly collect personal information from children. If you believe a child has provided us personal data, please contact us and we will take appropriate steps to delete it.

11. Automated Processing

Some Services include automated features such as risk scoring, fraud detection, and incident verification. Where we make decisions that produce legal or similarly significant effects through solely automated means, we provide the safeguards required by applicable law, including the ability to request human review.

12. Third-Party Links and Services

Our websites and Services may link to or integrate with third-party sites and services that we do not control. This Policy does not apply to those third parties, and we encourage you to review their privacy notices.

13. Changes to This Policy

We may update this Policy from time to time. We will post the updated version on our website with a new "Last updated" date and, where appropriate, provide additional notice. Your continued use of the Services after changes take effect constitutes acceptance of the updated Policy.

14. Contact Us

For privacy-related questions or to exercise your rights, contact us at:

Email: support@losbebesinc.com

Address: Old Treasury Street, Commercial Avenue, Bamenda, North West Region, Cameroon