



PRIVACY POLICY

Cosmosesa IT Solution (Part of Hope Memorial Foundation)

Effective Date 01/04/2026

Last Updated 22/04/2026

1. Introduction

Cosmosesa IT Solution is an information technology initiative operating under Hope Memorial Foundation, a registered non-governmental organization (Registration No. NGO/R/3962) dedicated to supporting disadvantaged girls through education and community development programs.

This Privacy Policy explains how Cosmosesa IT Solution ("we," "our," or "us") collects, uses, stores, and protects personal information when individuals interact with our digital platforms, including

- Websites hosted under hopefoundation.org
- Web and mobile applications developed by Cosmosesa IT Solution
- WhatsApp-based chatbot services
- Services integrated with Meta platforms, including WhatsApp

This policy is designed to comply with Meta privacy requirements.

2. Information We Collect

We may collect

- Full name
- Phone number
- Email address
- Organization name
- WhatsApp phone number
- Message content
- IP address
- Device and browser information

3. How We Use Your Information

We use information to

- Provide automated WhatsApp chatbot responses
- Respond to inquiries
- Improve services
- Maintain system security
- Send service notifications

4. WhatsApp and Meta Integration

Our services use WhatsApp Cloud API provided by Meta Platforms. Messages are transmitted through Meta infrastructure, and Meta may process data according to its own Privacy Policy.

5. Data Sharing

We do not sell personal information. Data may be shared with

- Meta Platforms
- Hosting providers
- Technical service providers
- Legal authorities when required

6. Data Security

We implement

- HTTPS encryption
- Access control
- Secure servers
- Monitoring systems

7. User Rights

Users may

- Request access to data
- Request corrections
- Request deletion
- Withdraw consent

8. Children's Privacy

We handle children's data carefully, particularly for educational support programs under Hope Memorial Foundation.

9. Changes to Policy

We may update this policy. Updates will be published on

<https://hopefoundation.org/privacy-policy/>

10. Contact Information

Cosmosesa IT Solution

Part of Hope Memorial Foundation

Organization Hope Memorial Foundation

Registration Number NGO/R/3962

Phone +255 742255088

Email balalusesa@gmail.com

Consent

By using our services, you agree to this Privacy Policy.