



KANOS DESIGNS [KDS]

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Ophan cluster, Adenta

DATA PROTECTION & PRIVACY POLICY

KANOS DESIGNS (KDS)

DATA PROTECTION & PRIVACY POLICY

Effective Date: 20 August 2024

Last Updated: 20 August 2026

Business Name: Kanos Designs (KDS)

Website: <https://kanosdesigns.com>

Privacy Contact: privacy@kanosdesigns.com

1. Introduction

Kanos Designs (KDS) respects the privacy of individuals and is committed to protecting the personal information entrusted to us by our customers, website visitors, prospective customers, business partners, employees, contractors, and other individuals who interact with our business.

This Data Protection & Privacy Policy explains how Kanos Designs collects, uses, stores, protects, shares, and disposes of personal information.

It also explains the rights individuals have regarding their personal information and how they can contact us about privacy-related matters.

Kanos Designs aims to handle personal information in a lawful, fair, transparent, secure, and responsible manner.

This policy is intended to apply to our website, online forms, emails, business communications, service delivery, customer support, payment-related interactions, marketing activities, and other situations where Kanos Designs processes personal information.

Where applicable, our handling of personal information is guided by the **Data Protection Act, 2012 (Act 843) of Ghana** and relevant guidance issued by the Data Protection Commission of Ghana.

The Data Protection Commission identifies key data protection principles including accountability, lawfulness, purpose specification, information quality, openness, data security safeguards, and data subject participation.

2. About Kanos Designs

Kanos Designs (KDS) is a digital design and technology business providing services including:

Website and Digital Services

- Website design and development
- Website maintenance
- Web application development
- Search Engine Optimisation (SEO)
- Website speed and performance improvement
- Website rebranding
- Website management
- Digital website support

Graphic Design Services

- Document branding
- Brochures
- Flyers
- Newsletters
- Letterheads
- Business startup branding
- Invitation cards
- Complementary/business cards
- Identification cards
- Motion graphics
- Social media advertising flyers
- Other digital and graphic design services
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Because some of these services require customers to provide information, files, photographs, business details, employee information, customer information, or other content, Kanos Designs may process personal information on behalf of its clients.

3. Scope of This Policy

This policy applies to personal information collected or processed by Kanos Designs through:

- The Kanos Designs website
- Website contact forms
- Service enquiry forms
- Quote or project request forms
- Email communications
- Customer support communications
- Social media communications
- Project documents
- Client-provided files
- Contracts and agreements
- Invoices and payment records
- Website administration and maintenance

- Digital marketing activities
- Business-to-business communications
- Other legitimate interactions with Kanos Designs

This policy applies whether information is provided electronically, physically, verbally, or through another legitimate communication method.

4. What Is Personal Data?

Personal data is information that relates to an identified or identifiable living individual.

Depending on the circumstances, this may include:

- Full name
- Email address
- Telephone number
- Physical or business address
- Job title
- Company or organisation details
- Username
- Account information
- Identification information
- IP address
- Device information
- Website usage information
- Communication records
- Payment-related information
- Project information
- Photographs
- Video recordings
- Voice recordings
- Social media information
- Information contained in documents supplied to us

The Data Protection Commission defines personal data as information relating to an identified or identifiable living person.

5. Information We May Collect

Kanos Designs only seeks to collect information that is reasonably necessary for a legitimate business purpose.

Depending on how you interact with us, we may collect the following categories of information.

5.1 Contact Information

This may include:

- Name
- Email address
- Telephone number
- WhatsApp/contact details where voluntarily provided

- Business address
- Website address
- Company or organisation name

5.2 Project Information

When you request a service, we may collect:

- Project requirements
- Design preferences
- Website requirements
- Branding information
- Business descriptions
- Target audience information
- Project deadlines
- Content supplied for a project
- Images and videos
- Documents
- Logos
- Brand assets
- Website credentials where necessary and appropriately provided
- Other information necessary to complete the requested service

5.3 Billing and Payment Information

When a customer purchases our services, we may maintain information such as:

- Customer name
- Business name
- Invoice details
- Service purchased
- Amount charged
- Payment status
- Transaction reference
- Date of payment
- Billing information

Where payments are processed through a third-party payment provider, payment card or banking information may be collected and processed directly by that provider rather than stored by Kanos Designs.

Kanos Designs does not intentionally request or store unnecessary payment-card information through ordinary email or website forms.

5.4 Website and Technical Information

When you visit our website, certain technical information may be automatically collected depending on the technologies installed on the website.

This may include:

- IP address
- Browser type
- Device type

- Operating system
- Approximate location derived from technical information
- Pages visited
- Time spent on pages
- Referring website
- Website interaction information
- Error information
- Security-related information

The exact information collected depends on the website technologies and third-party services active on our website.

5.5 Communications

We may retain communications between you and Kanos Designs for purposes such as:

- Responding to enquiries
- Providing customer support
- Managing projects
- Maintaining business records
- Resolving disputes
- Improving our services
- Protecting against fraud or misuse

6. How We Collect Personal Information

Kanos Designs may collect information when you:

- Visit our website
- Complete an enquiry form
- Request a quotation
- Purchase a service
- Contact us by email
- Contact us through social media
- Communicate with our support team
- Enter into a service agreement with us
- Provide information for a project
- Make or arrange a payment
- Submit information during a project
- Subscribe to communications, where available
- Interact with our website
- Communicate with us for business purposes
-

Where reasonably possible, we collect personal information directly from the individual concerned.

The Ghana Data Protection Act generally requires personal information to be collected directly from the data subject, subject to circumstances permitted by law.

7. Why We Collect and Use Personal Information

Kanos Designs may process personal information for the following purposes:

7.1 Providing Services

We use information to:

- Understand customer requirements
- Develop websites
- Build web applications
- Create graphic designs
- Maintain websites
- Manage projects
- Perform SEO services
- Improve website speed and performance
- Provide technical support
- Deliver completed work

7.2 Communicating with Customers

We may use contact information to:

- Respond to enquiries
- Provide quotations
- Confirm project details
- Send project updates
- Provide support
- Discuss changes
- Notify customers about important service matters

7.3 Payments and Accounting

We may process information to:

- Prepare invoices
- Confirm payments
- Maintain financial records
- Manage outstanding balances
- Provide payment confirmations
- Meet accounting and legal obligations

7.4 Website Security

Information may be processed to:

- Detect suspicious activity
- Prevent abuse
- Protect our website
- Investigate security incidents
- Maintain system integrity

7.5 Website Improvement

Where appropriate, technical and usage information may be used to:

- Understand how visitors use our website
- Identify technical problems
- Improve website performance
- Improve navigation

- Improve content
- Improve user experience

7.6 Marketing

Where lawful and appropriate, Kanos Designs may use contact information to communicate information about our services, promotions, or business updates. Where consent is required, we will seek the appropriate consent before sending direct marketing communications.

The Ghana Data Protection Commission states that direct marketing involving personal information requires prior written consent under the relevant provisions of Act 843. You may request that Kanos Designs stop using your information for direct marketing.

8. Lawful Basis for Processing

Kanos Designs will seek to process personal information on a lawful basis. Depending on the circumstances, this may include:

Consent

We may process information where an individual has provided consent. Consent may be withdrawn where the processing is based on consent.

Contract

We may process information where it is necessary to enter into or perform a contract or provide a requested service. For example, we may need a customer's name, email address, business information, and project requirements to provide a website development service.

Legal Obligation

We may process information where processing is necessary to comply with a legal or regulatory requirement.

Legitimate Business Interests

Where permitted by applicable law, we may process information where it is reasonably necessary for legitimate business purposes, provided that the individual's rights and privacy are appropriately considered.

The Ghana Data Protection Act recognises consent as well as certain other lawful grounds, including contractual necessity, legal requirements, protection of legitimate interests, statutory duties, and legitimate interests of the data controller or relevant third party.

9. Data Minimisation

Kanos Designs aims to collect only information that is necessary, relevant, and reasonably required for the particular purpose.

We do not intend to collect personal information simply because it is available.

For example, when someone requests a quotation for a website, we may need contact and project information, but we generally do not need unrelated personal information.

The Data Protection Act requires personal data processing to be necessary, relevant, and not excessive in relation to its purpose.

10. Information Accuracy

We aim to keep personal information accurate, complete, and reasonably up to date.

Customers and other individuals may contact us if information held about them is incorrect or incomplete.

Where appropriate, we will correct or update the information.

The Data Protection Commission identifies information quality and accuracy as important data protection principles.

11. How We Use Client-Provided Information

Customers may provide Kanos Designs with information belonging to other individuals.

For example, a customer may provide:

- Employee names
- Staff photographs
- Staff contact information
- Customer testimonials
- Customer photographs
- Event attendee information
- Identification information
- Business records
- Newsletter subscriber information
- Other personal information

When a customer provides such information to Kanos Designs for a project, the customer remains responsible for ensuring that they have the appropriate authority, permission, consent, or other lawful basis to provide the information to us and instruct us to process it. Kanos Designs will process such information only to the extent reasonably necessary to perform the requested service and according to the customer's lawful instructions.

12. Kanos Designs as a Service Provider / Data Processor

In some projects, Kanos Designs may process personal information on behalf of a customer.

For example, when developing or managing a website, Kanos Designs may have access to information contained in:

- Website databases
- Customer registration systems
- Contact forms
- Booking systems
- Membership systems
- Online applications
- Web applications

- Business management systems

Where Kanos Designs processes personal information on behalf of a client, we will seek to process it according to the agreed purpose and the client's lawful instructions.

Depending on the nature of the project, additional contractual data-processing terms may be required.

The Data Protection Commission distinguishes between a data controller, which determines the purposes and manner of processing, and a data processor, which processes personal information on behalf of a controller.

13. Sharing Personal Information

Kanos Designs does not sell customers' personal information.

We may share personal information only where reasonably necessary for legitimate business, service, security, or legal purposes.

This may include sharing information with:

- Hosting providers
- Website infrastructure providers
- Email service providers
- Payment processors
- Cloud storage providers
- Software providers
- Analytics providers
- Domain and DNS providers
- Security providers
- Professional advisers
- Legal or regulatory authorities where required
- Contractors or specialists assisting with a project

Where third parties process information on our behalf, Kanos Designs will seek to use appropriate and trustworthy service providers and take reasonable steps to protect personal information.

The Data Protection Commission states that organisations should ensure third parties handling personal information comply with relevant data protection principles.

14. International Data Transfers

Some of the technology and service providers used by Kanos Designs or its clients may operate outside Ghana.

As a result, personal information may in some circumstances be stored or processed outside Ghana.

Where this occurs, Kanos Designs will take reasonable steps to ensure that the processing is lawful and that appropriate safeguards are applied.

Where a client requires international data-processing arrangements for a particular project, additional contractual terms may be established.

15. Website Cookies and Similar Technologies

Our website may use cookies or similar technologies.

Cookies are small files or pieces of information stored on a device when a website is visited.

They may be used for purposes such as:

- Website functionality
- Security
- Remembering preferences
- Measuring website performance
- Understanding website usage
- Improving user experience
- Analytics
- Marketing, where applicable

The exact cookies used by Kanos Designs may change as the website and its services develop.

Where required, appropriate consent or cookie controls will be provided.

Users can also manage cookies through their browser settings. Disabling certain cookies may affect some website functionality.

16. Analytics

Kanos Designs may use website analytics tools to understand how visitors use our website and to improve its performance.

Depending on the tools installed, analytics information may include:

- Pages viewed
- General interaction information
- Device type
- Browser information
- Traffic sources
- Approximate geographic information
- Technical information

Current analytics providers: GOOGLE

17. Email Communications

Kanos Designs operates professional business email addresses, including:

- info@kanosdesigns.com
- services@kanosdesigns.com
- marketing@kanosdesigns.com
- payments@kanosdesigns.com
- support@kanosdesigns.com

Information sent to these addresses may be processed for the purpose of responding to the sender, providing services, managing projects, processing payments, providing support, or conducting legitimate business activities.

Business emails may contain personal information. We expect staff, contractors, and authorised users of Kanos Designs email systems to handle such information responsibly and securely.

18. Email Security

Kanos Designs takes reasonable steps to protect business email accounts against unauthorised access.

However, email is not completely risk-free.

Individuals should avoid sending highly sensitive information through ordinary email unless specifically requested through an appropriate secure process.

Where sensitive information is required for a project, Kanos Designs may recommend an alternative secure method of transfer.

19. Website and Account Security

Kanos Designs takes reasonable technical and organisational measures to protect personal information.

Depending on the system involved, these measures may include:

- Password protection
- Access controls
- Secure authentication
- HTTPS/SSL encryption
- Software updates
- Security monitoring
- Backups
- Access limitation
- Secure hosting
- Malware protection
- Firewall or security controls
- Administrative controls
- Secure deletion practices

Security measures may vary according to the nature and sensitivity of the information.

The Data Protection Commission requires appropriate reasonable technical and organisational measures to protect personal information against loss, damage, unauthorised destruction, unlawful access, and unlawful processing.

20. Website Development and Client Credentials

During website development or maintenance, customers may provide Kanos Designs with credentials or access to systems such as:

- Website administration panels

- Hosting accounts
- Domain management systems
- Content management systems
- Databases
- Business email systems
- Social media accounts
- Third-party software

Where such access is required, Kanos Designs will use the access only for the agreed project or service.

Customers are encouraged to:

- Use separate accounts where possible
- Use strong passwords
- Enable two-factor authentication where available
- Avoid sending passwords through ordinary email where possible
- Remove unnecessary access after project completion
- Change credentials when a project or access arrangement ends

Kanos Designs will not intentionally use customer credentials for unrelated purposes.

21. Data Retention

Kanos Designs will not retain personal information indefinitely without a legitimate reason.

Information may be retained for as long as reasonably necessary for:

- Providing services
- Maintaining customer records
- Project management
- Accounting
- Tax and legal obligations
- Dispute resolution
- Security
- Fraud prevention
- Establishing or defending legal claims
- Maintaining necessary business records

When information is no longer reasonably required, Kanos Designs will seek to delete, destroy, or anonymise it where appropriate.

The Data Protection Commission similarly states that personal information should not be retained longer than necessary for the purpose for which it is processed.

22. Data Deletion

An individual may request deletion of personal information where applicable.

However, deletion may not always be immediately possible where Kanos Designs is required or permitted to retain certain information for:

- Legal obligations

- Accounting records
- Tax requirements
- Contractual purposes
- Dispute resolution
- Security purposes
- Legal claims
- Other legitimate purposes

Where deletion cannot be completed, Kanos Designs will explain the applicable reason where appropriate.

23. Your Data Protection Rights

Subject to applicable law, individuals may have rights relating to their personal information. These may include the right to:

23.1 Be Informed

You have the right to understand how your personal information is collected and processed.

23.2 Access

You may request information about personal data held about you and how it is being processed.

23.3 Rectification

You may request correction of inaccurate or incomplete information.

23.4 Object

You may object to certain processing of your personal information where permitted by law.

23.5 Withdraw Consent

Where processing is based on consent, you may withdraw your consent.

23.6 Prevent Certain Processing

You may request that certain processing be stopped where the applicable legal requirements are met.

23.7 Complain

You may raise a complaint with Kanos Designs regarding the handling of your personal information.

You may also have the right to complain to the Data Protection Commission of Ghana.

23.8 Compensation

Where applicable under Ghanaian law, individuals may have rights to compensation for damage or distress caused by unlawful processing.

The Data Protection Commission identifies rights including access, objection, rectification, withdrawal of consent, complaint, protection from certain processing, and compensation.

24. How to Exercise Your Rights

To exercise a privacy right or ask a question about how Kanos Designs handles your information, contact:

Kanos Designs (KDS)
Privacy Email: privacy@kanosdesigns.com
Subject line:
Data Protection / Privacy Request

Your request should include enough information to help us understand what you are requesting.

For security reasons, we may need to verify your identity before providing information or making changes to personal information.

We will respond within a reasonable period and in accordance with applicable legal requirements.

25. Children's Privacy

Kanos Designs does not intentionally seek to collect personal information from children through ordinary business activities unless there is a legitimate reason to do so and the appropriate consent or legal basis exists.

Where a Kanos Designs service involves the personal information of children or minors, additional safeguards may be required.

Parents, guardians, schools, organisations, and clients providing information about minors are responsible for ensuring that they have the appropriate authority and lawful basis to provide such information to Kanos Designs.

26. Sensitive Personal Information

Certain types of personal information may require greater protection because of their sensitive nature.

Kanos Designs will seek to avoid collecting sensitive personal information unless it is reasonably necessary for a legitimate purpose.

Where sensitive information is required for a project, Kanos Designs will seek to apply appropriate safeguards and process the information only for the agreed purpose.

Clients should not provide sensitive personal information to Kanos Designs unless it is necessary for the requested service.

27. Third-Party Websites

Our website may contain links to websites, platforms, applications, or services operated by third parties.

Examples may include:

- Social media platforms
- Payment services
- Client platforms
- External resources
- Partner websites

Kanos Designs is not responsible for the privacy practices of independent third-party websites.

Users should review the privacy policies of third-party services before providing personal information to them.

28. Third-Party Tools Used on Client Websites

As part of website development, Kanos Designs may integrate third-party services into websites built for clients.

Examples may include:

- Payment systems
- Maps
- Analytics
- Contact forms
- Email systems
- Social media integrations
- Booking systems
- Customer relationship systems
- Security services
- Cloud services

When Kanos Designs builds a website containing such integrations, the client's website may collect information according to the client's own privacy policy and the third party's terms.

Clients are responsible for ensuring that their websites have appropriate privacy notices, consent mechanisms, and legal documentation for their particular activities.

Kanos Designs can assist clients with implementing appropriate technical privacy features as part of a website project, but this does not constitute legal advice.

29. Data Breaches and Security Incidents

Kanos Designs takes reasonable steps to prevent personal information from being lost, misused, accessed without authorisation, altered, or disclosed improperly.

If we become aware of a personal data breach affecting information under our responsibility, we will assess the incident and take appropriate steps to:

1. Contain the incident;
2. Investigate what happened;
3. Identify affected information;
4. Assess potential risks;

5. Take corrective measures;
6. Keep appropriate records;
7. Notify affected parties or relevant authorities where required by law.

If you believe that information provided to Kanos Designs has been compromised, contact:

info@kanosdesigns.com

30. Data Protection Responsibilities of Employees and Contractors

Individuals working for or with Kanos Designs who have access to personal information are expected to:

- Keep information confidential
- Use information only for authorised purposes
- Protect passwords and access credentials
- Avoid unnecessary copying of personal information
- Avoid unauthorised disclosure
- Follow applicable security procedures
- Report suspected security incidents
- Secure devices used to access business information
- Delete information when authorised to do so

Unauthorised access, use, copying, disclosure, or misuse of personal information may result in disciplinary or contractual action.

31. Confidentiality

Kanos Designs recognises that customers may provide confidential business information during projects.

Confidential business information may include:

- Business strategies
- Unreleased products
- Brand plans
- Customer information
- Marketing plans
- Website credentials
- Designs
- Financial information
- Business documents
- Internal communications

Kanos Designs will seek to keep such information confidential and use it only for legitimate business or project purposes.

Specific confidentiality obligations may also be established through a separate Non-Disclosure Agreement (NDA) or service contract.

32. Client Responsibility for Information Supplied to KDS

Customers are responsible for ensuring that the information and materials they provide to Kanos Designs can lawfully be used for the requested project.

This includes ensuring appropriate rights or permissions for:

- Photographs
- Videos
- Logos
- Names
- Testimonials
- Employee information
- Customer information
- Marketing lists
- Website content
- Personal information

Kanos Designs should not be instructed to process information where the client does not have the appropriate authority or lawful basis.

33. Direct Marketing

Kanos Designs may occasionally communicate with customers and prospective customers about our services.

Marketing communications may include information about:

- Website development
- Web applications
- Website maintenance
- SEO
- Website speed optimisation
- Graphic design
- Branding
- Motion graphics
- New services
- Business announcements
- Promotions

Where applicable, direct marketing will be carried out in accordance with consent and other requirements of applicable data protection law.

You may request that your personal information no longer be used for direct marketing.

To opt out, email:

marketing@kanosdesigns.com

34. Business Records

Kanos Designs may maintain records necessary to operate the business.

These may include:

- Customer records
- Quotations
- Contracts
- Invoices
- Receipts
- Project records
- Support records
- Communications
- Payment records
- Design records
- Website maintenance records

These records may be retained for legitimate business, accounting, legal, security, or dispute-resolution purposes.

35. Changes to This Privacy Policy

Kanos Designs may update this policy when:

- Our services change
- Our website changes
- Technology changes
- Legal requirements change
- Our data processing practices change
- Security practices are updated
- New services are introduced

When significant changes are made, we may update the **Last Updated** date shown at the beginning of this policy.

Where appropriate, we may provide additional notice about significant changes.

36. Transparency

Kanos Designs aims to explain its privacy practices in clear and understandable language. We will seek to make information about our processing activities reasonably accessible to individuals.

The Data Protection Commission identifies openness and transparency as core principles of responsible data processing.

37. Complaints and Privacy Concerns

If you believe Kanos Designs has improperly handled your personal information, we encourage you to contact us first so that we can investigate and attempt to resolve the issue.

Privacy Complaints

Kanos Designs (KDS)

Email: privacy@kanosdesigns.com

Please include:

- Your name
- Contact information
- Description of the concern
- Relevant dates
- Any supporting information
- The action you would like Kanos Designs to take

You may also have the right to complain directly to the **Data Protection Commission of Ghana**, the statutory body responsible for regulating the processing and protection of personal data in Ghana.

38. Data Protection Commission of Ghana

The Data Protection Commission (DPC) is Ghana's regulatory authority responsible for data protection and privacy matters under the Data Protection Act, 2012 (Act 843).

More information about data protection rights, registration, compliance, and complaints can be obtained from the Commission.

Data Protection Commission, Ghana

Website: dataprotection.org.gh

Email: info@dataprotection.org.gh

The DPC states that organisations processing personal data have responsibilities relating to registration, security safeguards, privacy policies, data subject rights, and compliance with the Act.

39. Data Protection Contact

For privacy-related questions, requests, concerns, or complaints, please contact:

Kanos Designs (KDS)

Privacy Contact: privacy@kanosdesigns.com

Subject:

Privacy Request — Kanos Designs

40. Important Notice About This Policy

This document is intended to explain Kanos Designs' general approach to privacy and data protection.

It is not intended to replace professional legal advice.

The precise privacy obligations of Kanos Designs may depend on:

- The company's legal structure
- Its registration status
- The types of personal information it processes
- The services it provides

- The countries in which its customers are located
- Third-party services used by KDS
- Whether KDS acts as a data controller, processor, or both
- The nature of individual client projects
- Applicable Ghanaian and international laws

Kanos Designs should therefore review this policy periodically and obtain appropriate professional advice where necessary.

41. Policy Approval and Review

Business: Kanos Designs (KDS)

Document: Data Protection & Privacy Policy

Effective Date: 20 August 2024

Last Review: 20 August 2026

Next Review: [19 July 2028]

Policy Owner: Kanos Designs

Enquiry: info@kanosdesigns.com

Our Privacy Commitment

At Kanos Designs, we believe that personal information should be treated with respect.

We aim to:

Collect only what we need.

Use information responsibly.

Protect information appropriately.

Keep information accurate.

Respect individual privacy rights.

Be transparent about how information is used.

Delete information when it is no longer reasonably required.

Your trust matters to us, and protecting your information is an important part of the services we provide.

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