



Privacy Policy

This Privacy Policy explains what personal data Kollab EG collects through kollabester.com and the Kollab app, why we collect it, who we share it with, how long we keep it, and the rights you have. It is written under Egypt's Personal Data Protection Law No. 151 of 2020 and its Executive Regulations.

[kollabester.com](#)[Egypt](#)[Kollab EG](#)[Last updated 25 October 2026](#)

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1

Who We Are and What This Policy Covers

- 1.1 Who we are.** Kollab EG, an Egyptian company with its registered office at No. 4 Al Obour Buildings, 5th Floor, Office B2, Salah Salem Street, Next to Electronic Warfare Officers Club, Heliopolis, Cairo, Egypt ("Kollab", "we", "us" or "our"), runs kollabester.com, the Kollab web application and the Kollab mobile app (together, the "Site"). We decide how and why your personal data is used, which makes us the controller of that data. This policy applies from 25 October 2026.
- 1.2 Who it covers.** This policy applies to everyone whose data we handle:
- visitors to our public website;
 - Brands, including the people who manage a brand account and the branch teams a Brand adds;
 - Kollabesters, who create content for Kollabs;
 - people who contact us, book a K-Meet or request a K-Max or K-Air package; and
 - prospects that our team contacts about joining Kollab.
- 1.3 How this policy relates to our Terms.** This policy is part of our Terms and Conditions, which you accept when you create an account. We do not ask you to tick a separate box for this policy. It is always available in the footer of the website and in the app, and by using the Site you confirm that you have read it.

- 1.4 Age.** The Site is for people who are 18 or over. We do not knowingly collect personal data from anyone younger. If you believe a child has given us data, write to us and we will delete it.

2 The Personal Data We Collect

- 2.1 Brands.** When a Brand registers and uses the Services we collect:

- the brand and company name and logo;
- a work email address, a phone number and a password (which we store only in protected form);
- the names, addresses and map locations of the branches you add;
- the usernames of branch team members you create, and the contact details you give for them; and
- documents you send us for onboarding or billing, such as tax papers and contracts.

- 2.2 Kollabesters.** When a Kollabester registers we collect:

- your full name, birth date and nationality;
- your email address, phone number and password (stored only in protected form);
- your Instagram and TikTok profile links, and public details of those profiles such as your handle, follower count and engagement;
- a profile photo and the city or area you tell us; and
- a verification code that you send to us from your own social account so that we can match it to your profile.

- 2.3 What you do on the Site.** We record the Kollabs you request and join, the days and times you book, your check-ins at a branch (the time and branch, through the branch QR code), the links and files you submit as content, the messages you send in Kollab chats and to our support team, and your notifications and settings.

- 2.4 Payment data.** Brands pay by card through a third-party payment provider. We do not receive or store your full card number or security code. We keep the card type, the last four digits, the package and amounts charged, invoices and the dates of each payment.

- 2.5 Messages and forms.** If you use our contact form, book a K-Meet or request a K-Max or K-Air package, we collect your name, email, phone number, brand, social links and whatever you write to us.

- 2.6 Technical data.** We collect your IP address, device type, operating system, app version, language, time zone, the pages and screens you use, error logs, and a push notification token for your device so that we can send you notifications you have allowed.

- 2.7 Data from other sources.** We may receive data about you from: the public pages of the social accounts you link; a Brand that invites you to a Kollab; and referrals, public sources or lists given to our sales team when we reach out to a possible new Brand or Kollabester. We use this only to contact people about Kollab and we tell you where we got it if you ask.

- 2.8 Sensitive data.** We do not ask for health, religious, political, biometric or financial-account data. We ask for your nationality only so that we can run Kollabs that depend on it and keep our records accurate. Please do not upload sensitive data in your content or messages.

3 How and Why We Use Your Data

- 3.1 Our purposes.** We use personal data to:

- create, verify and manage your account, and approve or decline accounts;
- run Kollabs: show Kollabester profiles to Brands, handle requests, bookings, check-ins and content, and keep every post in K-Cloud;
- take payments, issue invoices and manage subscriptions and free periods;
- deliver K-Air products to Kollabesters;
- provide support and answer your messages;
- send service messages such as approvals, reminders, receipts and security alerts, by email, in the app and as push notifications;
- keep the Site safe, prevent fraud and misuse, and enforce our Terms;
- measure how the Site is used and improve it; and
- meet our legal, tax and accounting duties.

3.2 Our legal grounds. We rely on: your contract with us (to provide the Services you asked for); your consent (for example, push notifications and marketing); our legal obligations; and our legitimate interests in running, securing and improving the Site, provided these do not override your rights. Where we rely on consent, you can withdraw it at any time and that will not affect what we did before.

3.3 No selling and no automated decisions. We do not sell your personal data. We do not make decisions that have a legal effect on you purely by automated means. A member of our team reviews every account.

4 Who We Share Data With

4.1 Brands and Kollabesters. A Brand can see what a Kollabester shows on their profile when deciding on a request and running a Kollab, such as name, photo, social links, audience details and content. A Kollabester can see the brand name, branches and Kollab details. For K-Air, a Kollabester's delivery address is shared only with Kollab and the courier, never with the Brand.

4.2 Our service providers. We use trusted providers who process data only on our instructions, for example: hosting and database providers; Google Firebase for sign-in and push notifications; email delivery; payment processing by a third-party payment provider; and couriers for K-Air. They are bound to protect your data.

4.3 Authorities and advisers. We disclose data where the law, a court or a competent authority requires it, and to our lawyers, accountants and auditors where needed.

4.4 Business changes. If Kollab is involved in a merger, sale or reorganisation, personal data may be transferred to the new owner, who must keep to this policy.

5 Transfers Outside Egypt

5.1 Where your data goes. Some providers, such as Google Firebase and our hosting provider, may store or process data outside Egypt. We transfer personal data abroad only where Egyptian law allows it, including any licence, permit or consent that the law requires, and with safeguards at least as protective as Egyptian standards.

6 How Long We Keep Data

6.1 Retention. We keep personal data only as long as we need it for the purposes in this policy:

- account data for as long as your account is open, and for a short period afterwards in case you come back or raise a question;
- invoices, payment and tax records for the period that Egyptian law requires;
- content links and K-Cloud posts for as long as the Brand's account needs them, unless you ask us to remove yours and the law allows it;
- messages and support records while they are needed to resolve and evidence a request; and
- prospect contact details until the person joins, asks us to stop, or the details are out of date.

6.2 Deletion. When we no longer need personal data, we delete it or make it anonymous. You can ask us to delete your account at any time, as explained in section 9.

7 How We Protect Your Data

7.1 Security. We use technical and organisational measures to protect personal data, including encrypted connections, hashed passwords, access limited to people who need it, and separate private storage for the documents Brands and Kollabesters send us. Our staff are bound by confidentiality.

7.2 Your part. Choose a strong password, keep it secret and tell us at once if you think your account has been used without permission. No system is completely secure.

7.3 Breaches. If a data breach puts your rights at risk, we will tell the Personal Data Protection Center and the people affected as the law requires.

8 Cookies and Similar Technologies

8.1 What we use. The Site uses only the cookies and storage it needs to work: a sign-in cookie that keeps you logged in, a security cookie that protects forms, and a small setting that remembers your light or dark mode. We do not use advertising cookies and we do not track you across other websites.

8.2 Your choices. You can block or delete cookies in your browser, but the sign-in will not work without them. If we add analytics tools, we will update this section first.

9 Your Rights

9.1 What you can ask. Under Egypt's Personal Data Protection Law you have the right to know what data we hold about you and to see it, to correct it, to ask us to delete or restrict it, to object to how we use it, to withdraw your consent, and to object to direct marketing.

9.2 How to use them. Write to us at the address in section 12. We may ask you to prove who you are so that we do not give your data to the wrong person. We will answer within the time the law allows. We may keep what we must keep by law, and we will tell you if so.

9.3 Complaints. If you are not happy with how we handle your data, tell us first so we can put it right. You also have the right to complain to the Personal Data Protection Center.

10 Messages and Notifications

10.1 Service messages. We send the messages you need to use Kollab, such as account approval, bookings, reminders, receipts and security alerts. You cannot opt out of these while you hold an account.

- 10.2 Marketing and push notifications.** We send marketing only with your consent and you can unsubscribe at any time using the link in the message or by writing to us. You can turn push notifications off in your device settings.

11 Changes to This Policy

- 11.1 Updates.** We may update this policy when our Services or the law change. The latest version is always in the footer of the website and in the app, and the effective date is shown above. If a change is significant, we will tell you by email or in the app before it takes effect.

12 Contact Us

- 12.1 Questions and requests.** For questions about this policy, to use your rights, or to make a complaint, contact Kollab EG, No. 4 Al Obour Buildings, 5th Floor, Office B2, Salah Salem Street, Next to Electronic Warfare Officers Club, Heliopolis, Cairo, Egypt, at K-Support@Kollabester.com.

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