PRIVACY POLICY

Effective Date: 02/03/2026

Website: bomahome.care

Location: Nairobi, Kenya

1. Introduction

This Privacy Policy explains how we collect, use, store, and protect personal information from patients making service bookings, nurses submitting job applications, and visitors browsing our website. By using our website, you agree to the terms outlined in this Privacy Policy.

2. Information We Collect - Patients

When patients make a booking, we may collect full name, phone number, email address, physical address, medical or care-related information relevant to the booking, preferred appointment date and time, and payment information where applicable.

3. Information We Collect - Nurse Applicants

When nurses or caregivers apply for jobs, we may collect full name, phone number, email address, national ID or license number, professional certifications, work experience, CV/Resume, references, and other background information relevant to employment.

4. Automatically Collected Information

We may automatically collect IP address, browser type, device information, pages visited, and date and time of visit to improve website functionality and security.

5. How We Use Your Information

We use collected information to process bookings, provide care services, communicate regarding appointments, review job applications, verify qualifications, improve our services, ensure website security, and comply with legal obligations. We do not sell or rent personal information.

6. Medical and Sensitive Information

We understand that health-related data is sensitive. We take reasonable technical and organizational measures to protect medical records and restrict access to authorized personnel only.

7. Data Sharing

We may share information with authorized healthcare professionals, regulatory authorities when required by law, and secure third-party service providers under confidentiality agreements.

8. Data Storage and Security

We implement security measures including secure servers, encrypted communications (SSL/HTTPS), restricted internal access, and password-protected systems. However, no internet-based system is completely secure.

9. Data Retention

Patient data is retained as required for medical and legal purposes. Job applicant data is retained for a reasonable recruitment period or as required by law. Data no longer needed is securely deleted or anonymized.

10. Your Rights

You may request access, correction, or deletion of your personal data where legally permissible. You may also withdraw consent where applicable by contacting us.

11. Cookies

Our website may use cookies to improve user experience and analyze traffic. You can adjust your browser settings to refuse cookies.

12. Children's Privacy

Our services are not intended for children without parental or guardian consent. If we become aware of data collected without proper consent, we will delete it.

13. Contact Information

For questions regarding this Privacy Policy, please contact:

Email: info@bomahome.care
Phone: +254 20 2505212
Address: David Osieli Rd, Westlands