

Rider Rights Charter

The commitments RiderScore makes to riders whose data appears on the platform, written in plain language.

Version 1.0 | Effective 19 August 2026 | Last reviewed 19 August 2026

RiderScore Technologies Ltd · riderscore.co.ke

Your data belongs to you

Your record exists to help you access finance, insurance and work on fair terms. It is not a blacklist and it is not for sale.

1. The right to know

You can ask what data we hold about you, where it came from, and which institutions have looked at your profile.

2. The right to an explanation

Every RiderScore comes with the reasons behind it. You can see which factors helped your score and which held it back.

3. The right to correct

If something is wrong, tell us. We will check it with the source, correct it if it is wrong, and recalculate your score.

4. The right to control sharing

Institutions may only view your profile for a lawful, stated purpose. Where sharing depends on your consent, you can withdraw it.

5. The right to fair treatment

We do not use gender, ethnicity, religion, health, disability or political affiliation in scoring, and we do not accept those grounds from any institution.

6. The right to complain

You can raise a complaint at complaints@riderscore.co.ke and expect an acknowledgement and a substantive response within the timelines in our Complaints Handling Policy.

You may also complain to the Office of the Data Protection Commissioner if you are not satisfied with our response.

7. The right to be told when it matters

If an incident affects your data in a way that creates a real risk to you, we will tell you and tell the regulator as required by law.

8. No cost to you

Access to your own record, your score explanation and the complaints process is free.

Repetitive or excessive requests may attract a reasonable administrative fee where the law allows.