

LocalSoko

Acceptable Use Policy (AUP)

Effective Date: April 24, 2026

This Acceptable Use Policy ("Policy") outlines the approved and prohibited uses of the LocalSoko Marketplace and Point of Sale (POS) ecosystem. This Policy applies to all merchants, vendors, and users operating on the LocalSoko platform. By utilizing our payment gateway, marketplace, or POS software, you agree to comply strictly with the terms set forth in this document.

1. General Compliance

Merchants must ensure that all items listed for sale, as well as their business operations, comply with all applicable local, national, and international laws, including the laws of the Republic of Kenya. LocalSoko reserves the right to review any merchant's catalog at any time to ensure ongoing compliance.

2. Prohibited Goods and Services

To maintain a safe and legally compliant environment, the following goods and services are strictly prohibited from being sold or processed through the LocalSoko platform:

- **Illegal Items:** Narcotics, illicit drugs, drug paraphernalia, and any substances legally prohibited in Kenya.
- **Counterfeit & Intellectual Property Infringement:** Fake, replica, or unauthorized copies of branded goods (e.g., designer clothing, electronics) that infringe upon trademarks or copyrights.
- **Weapons & Munitions:** Firearms, ammunition, explosives, combat knives, and regulated tactical gear.
- **Unregulated Pharmaceuticals:** Prescription medications sold without proper pharmacy licensing, miracle cures, and unregulated health supplements.
- **Adult Content & Services:** Pornography, sexually explicit materials, and escort services.
- **Fraudulent or Deceptive Services:** Pyramid schemes, multi-level marketing (MLM) programs, "get rich quick" schemes, and any services offering guaranteed returns on investment.
- **Stolen Property:** Goods acquired through illegal means.

3. Restricted Categories (Requiring Pre-Approval)

Certain categories require explicit written approval and verified documentation (such as specific licenses from Kenyan regulatory bodies like the Pharmacy and Poisons Board) before they can be listed:

- Over-the-counter (OTC) medical supplies and licensed pharmaceuticals.
- Alcohol and regulated beverages.
- Financial services and currency exchange.

4. Prohibited Activities

Merchants are forbidden from engaging in the following activities while using LocalSoko:

- **Money Laundering:** Using the platform to legitimize funds obtained from illegal activities or structuring transactions to avoid reporting thresholds.
- **Payment Manipulation:** Attempting to bypass LocalSoko's central payment gateway, processing cash advances from credit cards, or engaging in transaction laundering on behalf of third-party unregistered businesses.
- **Abusive Behavior:** Harassing, threatening, or discriminating against customers, delivery personnel, or LocalSoko staff.
- **Data Harvesting:** Unauthorized collection, sharing, or selling of customer data (including phone numbers and physical addresses) obtained through the marketplace.

5. Violations and Enforcement

LocalSoko takes violations of this Acceptable Use Policy very seriously. If a merchant is found to be in violation of any terms outlined above, LocalSoko reserves the right to take immediate action, which may include:

- Immediate removal of prohibited product listings.
- Temporary suspension of the merchant's account and POS access.
- Permanent termination of the merchant account.
- Freezing of pending payouts in the merchant's Paystack sub-account pending a full investigation.
- Reporting the merchant to the relevant law enforcement agencies or regulatory bodies, including the Central Bank of Kenya (CBK), where legally required.

6. Policy Updates

LocalSoko reserves the right to modify this Acceptable Use Policy at any time to adapt to new regulatory requirements or business models. Merchants will be notified of any significant changes via their dashboard or registered email address.

Contact Information

For any questions regarding compliance or this Acceptable Use Policy, please contact:

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