

Effective Date: July 21, 2026

Last Updated: July 21, 2026

1. Our Commitment to Accountability

Techfrontline Africa believes in transparent, two-way communication with our readers, tech operators, and ecosystem stakeholders. We actively seek feedback, engage with our audience, and take concrete action to address concerns, rectify data discrepancies, and continuously improve our journalistic and educational standards.

2. How to Reach Us

We welcome professional and actionable feedback through the following digital channels:

- Editorial Complaints & Corrections:
- General Inquiries & Feedback:
- Partnership & Advertising Inquiries:
- Online Feedback: Utilize the “Report an Issue” or “Contact Us” links located in the footer of every page on our platform.
- Social Media: Engage with our verified accounts on LinkedIn, X (formerly Twitter).

3. What We Do With Your Feedback

We take all feedback seriously. Our operational process is as follows:

- Acknowledgment: We aim to acknowledge receipt of substantive feedback within 48 hours.
- Review: Feedback is reviewed by the appropriate editor, compliance officer, or department head.
- Investigation: If feedback concerns factual accuracy, technical data, or ethical issues, we investigate thoroughly.
- Action: We take appropriate action, which may include; Corrections or clarifications, Follow-up reporting, Changes to editorial or data-handling practices, Direct response to the reader or stakeholder.
- Follow-up: For significant concerns, we maintain a dialogue with the reader about the actions taken.

4. Feedback That Leads to Action

Types of feedback that necessitate formal action include:

- Factual Errors: Inaccuracies regarding funding rounds, startup metrics, or corporate data.
- NDPA Compliance: Requests for the rectification, update, or deletion of personal data held within our archives or automated systems.
- Missing Context: Gaps in reporting that affect the balance or fairness of our coverage.

- Ethical Concerns: Issues regarding reporting methods, conflicts of interest, or disclosure failures.
- Technical Issues: Accessibility barriers with our website, automated feed failures, or digital tools.

5. Response Time Commitments

- Acknowledgment: We strive to acknowledge all feedback within 48 hours.
- Investigation: We aim to investigate and provide a substantive response to factual or data concerns within 5 business days.
- Correction: Factual corrections are posted within 24 hours of internal verification.

6. Transparency in Our Process

We believe in radical transparency regarding our operations. Upon formal request, we can provide:

- Information about our reporting and data aggregation methods (while protecting confidential sources).
- Context regarding editorial decisions.
- Background on our verification processes for technical claims.

7. What We Cannot Do

While we value all ecosystem feedback, we cannot:

- Change editorial coverage based on political, commercial, or venture capital pressure.
- Reveal the identity of confidential whistleblowers or protected sources.
- Remove accurate, newsworthy content simply because the subjects are unhappy with the reporting.
- Respond to abusive, harassing, or threatening communications.