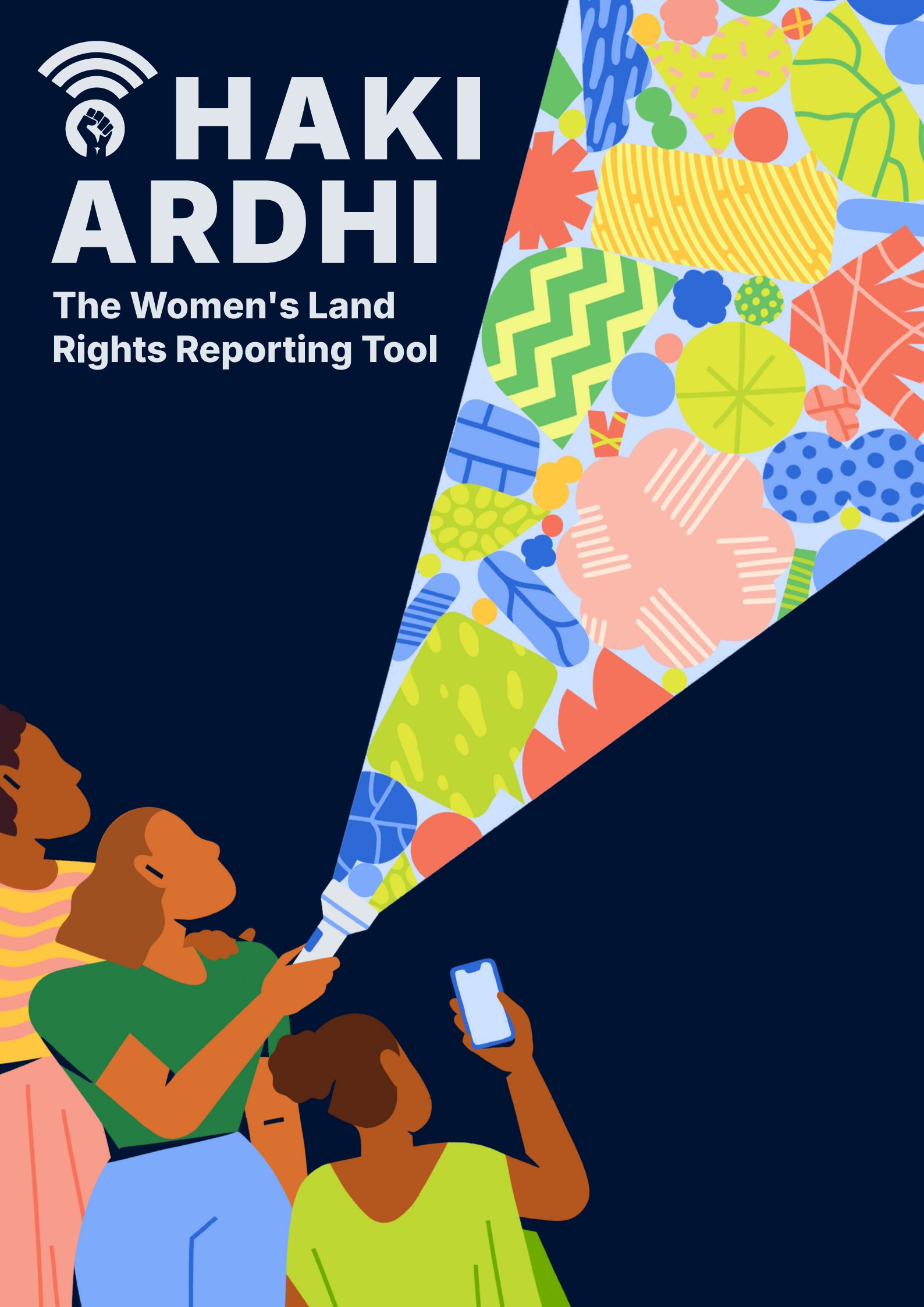




# HAKI ARDHI

The Women's Land  
Rights Reporting Tool



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# Haki Ardhi

## The Rights Reporting Tool Handbook

September 2025

### Acronyms and abbreviations

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# Acronyms & abbreviations

ADR	Alternative Dispute Resolution
CBO	Community-based Organisation
CSO	Civil Society Organisation
FPIC	Free, Prior and Informed Consent
GBV	Gender-Based Violence
IEC	Information, Education, Communication
KLA	Kenya Land Alliance
RFUK	Rainforest Foundation United Kingdom
SCHW	Shibuye Community Health Workers
SMS	Short Message Service
TMG	TMG Research gGmbH
TTHRW	Taita Taveta Human Rights Watch



# 1. What is this manual about?

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Haki Ardhi - The Women's Land Rights Reporting Tool enables women to easily report grievances related to land tenure rights and access support services to settle conflicts and get redress. It complements existing processes for supporting women to deal with infringements of their rights to land. This includes rights violated in the context of environmental projects, that have an impact on the access to and the use of land and natural resources. Additionally, although Haki Ardhi focuses primarily on land rights, housing may become relevant in cases where a woman's right to reside on marital land is challenged (e.g., after widowhood or divorce) or when there is an eviction involving

not just the land but also the women's homestead or dwelling located on it. Data on rights violations that is systematically documented in Haki Ardhi provides Community-Based Organisations (CBOs) with evidence for their advocacy efforts to advance women's rights.



## The Haki Ardhi handbook

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This handbook is intended as a practical guide for a range of users who engage with the Haki Ardhi platform to advance women's land rights in Kenya. These users include land rights defenders, community paralegals, CBOs, as well as national civil society organisations (CSOs) involved in policy advocacy, legal empowerment, and documentation of land rights violations. It is designed for both new users (such as paralegals in training) and experienced organisations. The handbook uses clear guidance and visual aids to make the Haki Ardhi tool accessible and easy to use across varying levels of literacy and experience.

The handbook introduces the Haki Ardhi tool and explains its purpose and core functions. It outlines how the tool works, how it relates to existing sup-

port processes (including legal advice, access to justice and alternative dispute resolution (ADR) at both local and national levels. Additionally, it offers guidance on key operational considerations, such as data protection and safeguarding when supporting women experiencing land rights violations.

It is crucial that partner organisations / user groups understand each other's roles and responsibilities to ensure the tool effectively serves the women experiencing land rights violations. User groups must also take the time to clearly define role boundaries while identifying areas of flexibility, ensuring that each partner is adequately motivated to contribute to the tool's success. For the Haki Ardhi Women's Land Rights Reporting Tool to be used optimally, partner organisations should foster collaboration and hold regular meetings to discuss and refine their roles and responsibilities.

## 2. Challenges in protecting women's tenure rights

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In many rural areas, women face serious challenges that put their access to land and land-based resources at risk. These challenges can result from both external interventions such as investments on community land or land-based environmental programmes and internal factors like rights infringements by their own families and neighbours. These dynamics often lead to conflicts that are driven by increasing competition for land at local, national and global levels.

Land tenure rights are disproportionately at risk. Despite a progressive legal framework, most rural women have informal tenure rights only. They often have limited understanding of the law and awareness of their rights, while prevailing socio-cultural and gender norms, such as those affecting widows or divorced women, pose significant threats to women's land tenure security.

The absence of safe, effective, and accessible options to report land rights violations, limited access to non-discriminatory dispute resolution mechanisms, and inadequate participation in public decision-making mechanisms, further weaken the option of women to claim their rights.

State actors have the obligation to take effective measures to protect women's land tenure rights. However, their support to local communities in general, and to women in particular, remains insufficient. State actors often have limited understanding of the specific challenges that communities face in different contexts, and even less detailed information is available regarding infringements of women's land rights. While CBOs often try to respond to these challenges, they sometimes lack capacities for comprehensive data collection and analysis of aggregated cases of rights violations, which are essential for effective advocacy and addressing broader policy issues.

These limitations on the part of both state institutions and local actors create a significant gap in the protection and advancement of women's land rights. To address this gap, Haki Ardhhi was developed to support communities in documenting women's land rights violations in a safe, systematic, and rights-based manner. The tool generates evidence to inform timely responses and strengthen advocacy at local, national, and global levels. As a bottom-up monitoring and reporting system, it holds promising potential to enhance access to justice, increase accountability in land governance, and support more just and inclusive transitions.

# 3. Haki Ardhi: Women's Land Rights Reporting Tool

## 3.1 Haki Ardhi – A brief overview

Haki Ardhi is a monitoring and reporting tool which allows women to report abuses and violations of their land rights in a confidential and safe way. It allows CBOs to support women fast and effectively to get access to justice. Haki Ardhi enables CBOs to systematically document rights violations of women and use this data for advocacy and to hold government institutions and other duty bearers accountable for taking effective measures that improve tenure security of women. It's a digital tool that complements the work of local organisations and aims to make their work more efficient and effective.

The tool was co-developed by TMG Research (TMG) and Rainforest Foundation UK (RFUK) in collaboration with Kenya Land Alliance (KLA), a national-level umbrella of CSOs and individuals committed to effective advocacy for the reform

of policies and laws governing land in Kenya, together with three of their local member organisations: Sauti ya Wanawake and Taita Taveta Human Rights Watch (TTHRW) in Taita Taveta County and Shibuye Community Health Workers in Kakamega County.

The tool responds to the need for easy, safe and well-structured documentation, storage of case data as well as remote notification of the local CSOs, and remote, real-time data collection. This allows local CSOs to respond fast to land rights violations and support women in seeking redress, through mediation, consultation, and referrals, supported by organisation CSOs or other organisations advocating for improved land laws and women's land rights.

### Key benefits for women to use the Haki Ardhi tool:



**Easily accessible:** Women can initiate a report via a toll-free short message service (SMS) , removing barriers related to distance and cost.



**Timely support in urgent cases:** The system enables rapid response and direct assistance in emergencies involving land rights violations.



**Safe and trusted reporting:** Cases are reported through CBOs and grassroots women organisations which are deeply rooted in the community, offering a more secure and familiar environment.



**Access to referrals:** Women receive guidance and referrals to appropriate services, including legal aid, counselling, or government agencies, depending on the nature of the violation.



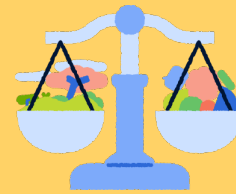
## Key benefits for the CBOs using the Haki Ardhi tool:

- Structured follow-up: Haki Ardhi enables systematic tracking and resolution of individual cases over time.
- Database to show trends: A centralized database helps identify patterns and trends in women's land rights violations across different locations.
- Robust evidence to strengthen advocacy efforts: CBOs and CSOs can leverage Haki Ardhi data to identify hot spots where women's land rights violations are most frequent and urgent, thereby strengthening and better targeting their advocacy efforts.
- Targeted awareness raising: Real cases and trends provide credible evidence to inform and guide public education and community sensitisation activities.

## Users of the Haki Ardhi platform:



Women affected by land rights violations: Primary users who report cases and seek support.



Land rights defenders and community paralegals: Individuals working under local CSOs to assist women in reporting cases and accessing redress mechanisms.



Local CSOs: CBOs or groups that provide direct assistance to women at the grassroots level by helping them to report land rights violations, offering follow-up support, and facilitating access to justice.



National CSOs: CSOs operating at a broader level, offering coordination, policy engagement, and advocacy support by helping link local cases to national dialogues on land rights and contributing to shaping strategies for systemic change.

The tool can provide the basis for targeted policy action and advocacy at different levels by providing aggregated data on women's land tenure rights challenges. In addition to enhancing the efficiency and effectiveness of local support structures, this data-driven approach can facilitate the creation of an enabling environment for the protection of women's land tenure rights at the national level. Context-specific data on women's land tenure rights can also support the monitoring of national policy implementation and help assess the local impacts of international interventions, e.g., measures related to the implementation of the Rio Conventions.

Haki Ardhi comprises the following elements:

- A Text-it SMS transmission system: A simple text message interface for women to send an alert on a land rights violation. Users don't need to own smartphones.
- B A smartphone or tablet application called Collectaur for local organisations to document cases when having phone or in-person consultations with women who report a land rights violation. The application can also be used by a network of representatives of these local organisations (paralegals, community champions, etc.), that are based in villages to report directly when they need to.
- C An online platform or database called Monitaur which is accessed by a local and/or national support (and tool host) organisation for reviewing cases, documenting follow-up actions, signposting actions and responsibilities to other stakeholders, and for viewing/ downloading data for analysis purposes.

**Table 1: Overview of the Haki Ardhi system**

Method	Component	Description
Data collection	Text-it SMS transmission	The system for raising an issue with the local CSO by a simple SMS system.
Data collection	Collectaur	The system that the local CSO uses to collect further information on a case reported through Text-it or document new cases received through in-person visits to the office or phone calls.
Data management	Monitaur	The database that the local CSOs and/or a relevant national CSO(s) use to visualise, follow-up, and manage the data.

While Haki Ardhi has originally been developed to capture women's land rights violations, the tool can easily be adapted to serve as a reporting tool for other issues (other kinds of land rights violations). Data is collected through the caselog form. Land rights defenders, community paralegals and members of local CSOs use this form to collect individual cases of land rights violations. The data collected on individual cases provide the basis for supporting women in seeking redress. The caselog form serve to better understand the interlinkages between ownership and control of land (including in the case of land-based environmental or development projects) and land conflicts, and to collect data for evidence-based advocacy for the improved protection of women's rights in this context.

## 3.2 Reporting and action

The reporting and action process for individual cases is composed of 5 different steps:

### Step 1: Initial alerts

The first step is designed to be accessible to every woman who encounters difficulties in how she accesses or uses land, or her involvement in the decisions that control the land she uses. It can also be initiated by someone else reporting on her behalf.

The objective is for women (or people reporting on their behalf) to feel safe enough to report on their issues without feeling at risk once they have done so.

## Alerting on land conflicts or land rights violations can be done through the following means:



Text-it:

Text-it is a toll-free SMS system that allows women to anonymously send an alert by texting the word “Haki” to 23583. They are then guided through a few questions to provide basic information about the land rights violation. Once submitted, the alert is received by the local CSOs, which can respond and offer assistance. The advantage of this option is reduced visibility and less exposure of the woman who seeks support, helping to ensure her safety and confidentiality.



In-person:

This option allows women (or another person acting on their behalf) to report land conflicts or land rights violations directly to their local CSOs or community-based paralegals. These local CSOs and their network of paralegals are members of the communities they support and act as trusted points of contact. Women who want to report a land rights violation can either go to the local CSO's office or reach out to a community paralegal that serves as an antenna for the organisation in the community. The women who report rights violations are received in a safe space where they can speak up freely to get help. Compared to a phone call or SMS, this option generally implies more costs (money and time spent to travel to travel to a local CSO's office or to interact with a paralegal) and more visibility of the reporting woman.



Phone call:

Women can also call the local CSO or one of its paralegals to explain land rights violation they have experienced. This option allows for a more personal and immediate exchange compared to SMS, making it easier to clarify details. However, it may still raise concerns about privacy, especially if the woman does not have access to a private phone or is being monitored.

## Step 2: Assessment of rights violations

Once a woman sends an alert by SMS, the local CSO and its paralegals receive a notification which allows them to reach out to the woman and collect more information about the case (either through a phone call or by arranging for the woman to visit the organisation's office).

The detailed cases are documented by using the Collectaur App or the online data platform called Monitaur, to provide information of the nature and urgency of the reported land rights violation. Typical cases are related to denial of widow's land tenure rights or encroachment on the woman's land. The local CSO can also collect documents and evidence regarding the case at this point. Collected documents include letters, witness statements, petition documents (if the case is in court), pictures (e.g., in cases of eviction) and any other information related to the case. A file is opened for the case, a file number issued, and a case manager assigned.

In instances where a case requires referral, the local CSO maps out relevant stakeholders such as the local administration, the lands office (county

department in charge of lands or national ministry responsible for lands), the police or a GBV response officer in cases where violence is involved. At this point, the local CSO may also refer the case to a relevant national CSO for intervention.

Filling out case forms is an important task; it helps local CSOs to get a clear picture of the problem and to provide appropriate support to the victim to solve the conflict and seek redress. The questions asked during the assessment of a rights violation also allow the local CSO to identify if there are linkages between the reported land rights violation and family conflicts, or external factors such as other medium- or large-scale land-based projects. Filling in the full case forms is equally important for the purpose of systematic data collection and processing of data for the purpose of advocacy.

For each data collection method, users are informed about their rights regarding data access and ownership, and their informed consent is obtained before any data is collected.

## Step 3: Taking appropriate action for redress

Women who send an alert of a land rights violation, are looking for support to solve conflicts and seek redress. The main task of local CSOs is therefore to assess the case and identify the best way to support the women.

Once case forms are filled by via the Collectaur App, the case is automatically stored in the online platform Monitaur where the cases will be assessed, and follow-ups are defined.

Next steps to support women in seeking redress may include:

- A Providing information or advice to the affected person.
- B Mediation e.g., through ADR.
- C Referring a case to other local stakeholders, such as government officials (police, chiefs or their assistants); traditional authorities; etc.
- D Litigation (referring a case to a national CSO for legal support).
- E Referral to GBV response network.
- F Conclusion of the report.

#### Step 4: Documenting further action and follow-up

Haki Ardhi is an end-to-end system, which means that it enables users to document cases of land rights violations from the moment they occur to the point of resolution (or conclusion) of the case. In this regard, it is important to systematically document the follow-up steps that have been taken on a timeline in the Monitaur platform. The assigned case managers can add notes and relevant doc-

uments (like court order, photos, relevant communication including emails and text messages). Clear documentation helps track the follow-up process and can provide insights into the types of support commonly offered and their effectiveness.

It is also equally important to document the outcome of the case.

As case resolution can take a very long time, intermediate outcomes should be reported throughout the process. Intermediate outcomes may include:

- A URGENT attention needed.
- B Case ongoing.
- C Case referred to litigation.
- D Case withdrawn.
- E Case resolved in favour of victim(s).
- F Case resolved against victim(s).

#### Step 5: Concluding and closing the case

The data will be stored in the system for future reference if the victim consents to it. It is also important to collect information about outcomes of cases, for advocacy purposes and to show to what extent Haki Ardhi can effectively improve access to justice for women whose land rights are at risk.

Figure 1: Steps for the survey form



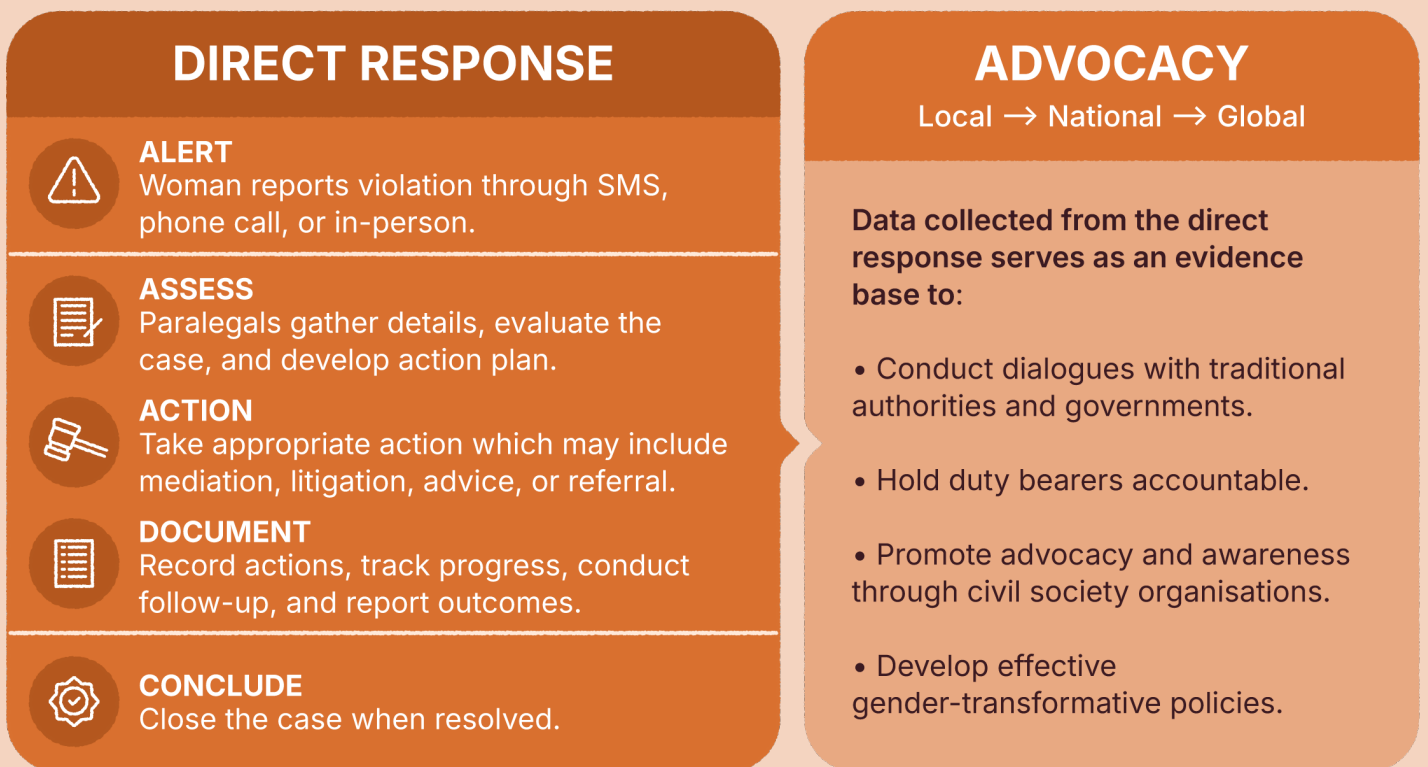
The Haki Ardhi reporting and action cycle



# 4. Use of Haki Ardhi data

Data enables organisations to provide targeted support to women. It likewise serves as an evidence base of recurring or urgent issues, enabling organisations to carry out targeted advocacy work and hold duty bearers accountable.

Figure 2: Use of Haki Ardhi data



Therefore, while the main reason for documenting cases of rights violations is to allow a proper assessment of the case and to define the most appropriate support or redress, the systematic documentation of rights violations can also serve other vital purposes. These include:

4.1 Evidenced-based advocacy

4.2 Analysis of trends in rights violations

4.3 Capturing action early to access justice

## 4.1 Evidence-based advocacy

Accurate data can support advocacy for various issues on different levels of policymaking and policy implementation. While there is an increasing general awareness of the land tenure challenges that women face, detailed, dynamic, time-specific and location-specific data is often lacking. Effective policies and direct, targeted support to women require knowledge of the most frequent and the most serious violations of women's land rights.

Different types of data are useful for effective advocacy:

- A** Aggregated data to show the scope of a problem:

While organisations focusing on women's land rights regularly conduct studies and research on land rights violations, the findings often present a "snapshot" of the issue, limited to the period in which the studies were conducted. Continuously aggregated data on women's land rights violations would offer a more dynamic and comprehensive view of the problem, illustrating trends and changes over time, such as the number of cases reported each quarter. Analysing ongoing data could reveal patterns and highlight areas that require urgent attention, making a stronger case for targeted interventions in specific counties or localities, or interventions targeting specific age groups. Moreover, this aggregated data can help both national and local organisations in designing more effective development projects for women by providing a clearer picture of the scope and severity of women's land rights issues. It also serves as a valuable baseline for shaping future initiatives.

- B** Quantitative data to highlight the range of relevant issues or challenges:

Analysing the frequency and types of women's land rights violations offers a clearer picture of reported cases, helping to guide redress and advocacy efforts. For example, cases of disinheritance and forced evictions may require a coordinated response involving women's organisations, land officers, and local administrators to support women in inheritance matters. In contrast, issues like the exclusion of women from decisions about matrimonial land may call for awareness campaigns targeting men, particularly around the provisions of relevant legislation such as the Matrimonial Property Act, 2013. Identifying influential community champions

can also help promote male engagement by highlighting the benefits of involving wives in the use and management of family land.

- C** Qualitative case study data adds depth that creates empathy and shows complexity:

Reviewing and highlighting specific cases can provide valuable insights into the complexity of women's land rights violations at the community level. This, in turn, can strengthen the case for further investment in platforms like Haki Ardhi, ensuring their continued growth and improvement. For instance, investing in the training of additional local CSOs or paralegals could help manage the increasing number of cases in areas where one local CSO or their paralegals are overwhelmed. Furthermore, qualitative data can serve as a foundation for context-specific national or county (local government) policies and laws, aimed at addressing the underlying societal dynamics that contribute to women's land rights violations. This type of data will also be crucial when reporting on women's land rights issues in the media, offering a more nuanced and compelling narrative.

The data generated by the Haki Ardhi tool can provide a basis for advocacy to push for good policies and strong support. Effective protection of women's tenure rights require:



**1** Awareness of the issues women face: Highlighting the nature and frequency of the challenges women face to key stakeholders involved in protecting women's tenure rights – such as local administration officers, land officers, judicial officers, and community institutions – can help ensure a more coordinated and effective response.



**2** Effective policies: Policies that address context-specific issues, including county-level (local government) laws and regulations, are crucial in situations where national laws may not adequately address the unique circumstances leading to women's land rights violations.



**3** Financial support and budgets: The data generated by Haki Ardhi can inform context-specific budget allocations for government ministries, departments, and agencies, as well as funding for projects and programs implemented by non-governmental actors. For example, budget support to government institutions could include deploying additional land officers in areas with high numbers of reported cases to more effectively address and resolve women's land-related conflicts.



**4** Ground-level support and access to justice: The frequency of women's land rights violations can also help shape strategies for enhancing women's access to justice. This could include supporting victims in accessing court user groups and environment and land courts, as well as increasing the frequency of meetings for land control boards or community institutions (such as councils of elders).

Advocacy can serve to create attention for a specific issue, influence law-making and policymaking or gather support by other stakeholders including donors. Having data that shows policymakers or donors the scope of the problem – along with specific examples that evoke empathy – is essential for effective advocacy. Data generated through the Haki Ardhi Rights Reporting Tool is valuable for national-level advocacy and also useful for CSOs and CBOs at the local level.

## 4.2 Analysis of trends in rights violations

Having a database of women's land rights violations is key to identifying patterns and trends. The Haki Ardhi tool not only stores every reported case but also provides an analytical interface that can be used by all project partners. This interface helps partners to better understand and analyse

the threats women face and can be then used for advocacy purposes like influencing policymakers to better prevent those violations and better protect women from them.

### 4.3 Capturing action early to access justice

Logging the steps taken to resolve individual cases of land rights violations will be valuable in enhancing how local CSOs support women at the community level. By identifying the most effective interventions, this data can help determine best practices that emerge from one local CSO or locality. These practices can then be documented and

shared with other local CSOs in different counties and localities, fostering continuous improvements in the data collection processes for the Haki Ardhi Women's Rights Reporting Tool. This data can also guide sensitization efforts, ensuring that interventions are tailored to effectively change the mindset of community members.

### 4.4 How to access the Haki Ardhi data analysis dashboard

Data analysis dashboards can be found on Haki Ardhi Monitaur where all the data is stored. All the data stored can also be downloaded under a CSV

format which then can allow people with access to Monitaur to create their own data analysis.

The data analysis shown here are based on all alerts sent through Collectaur.

#### Step 1



User logs in to the Monitaur account and select the "Reports" page (if not already open).

## Login

Sign In to your account

Login

Step 2



User selects one of the forms to view the aggregated data on it.

### Step 2.1



For more specific data, the user can also filter the data by dates, county, villages and so on.

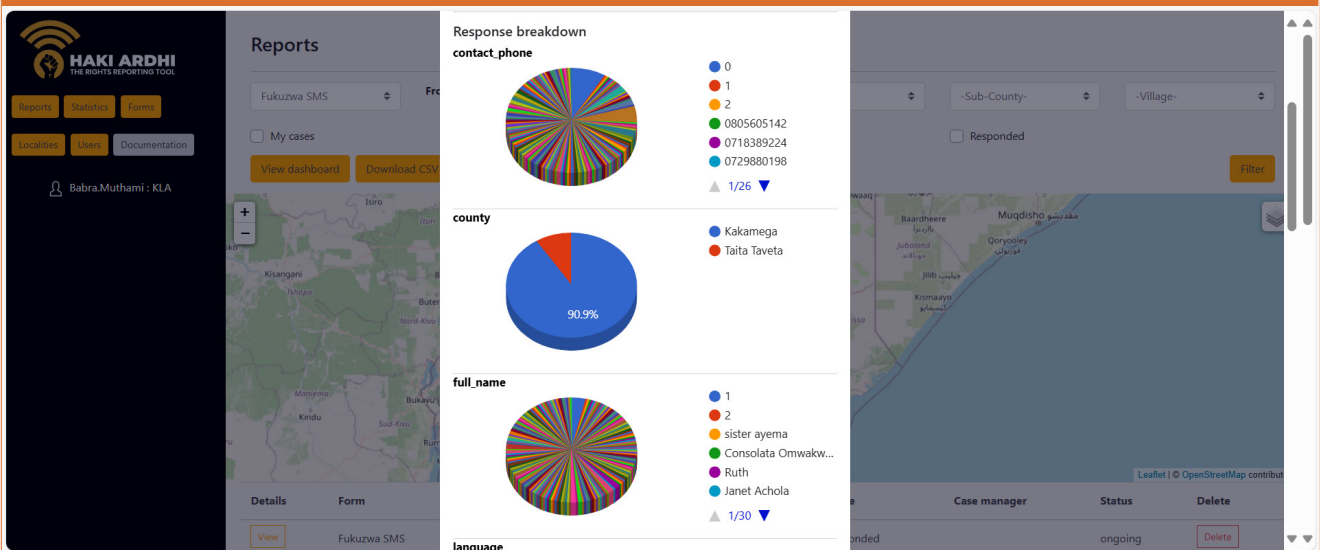
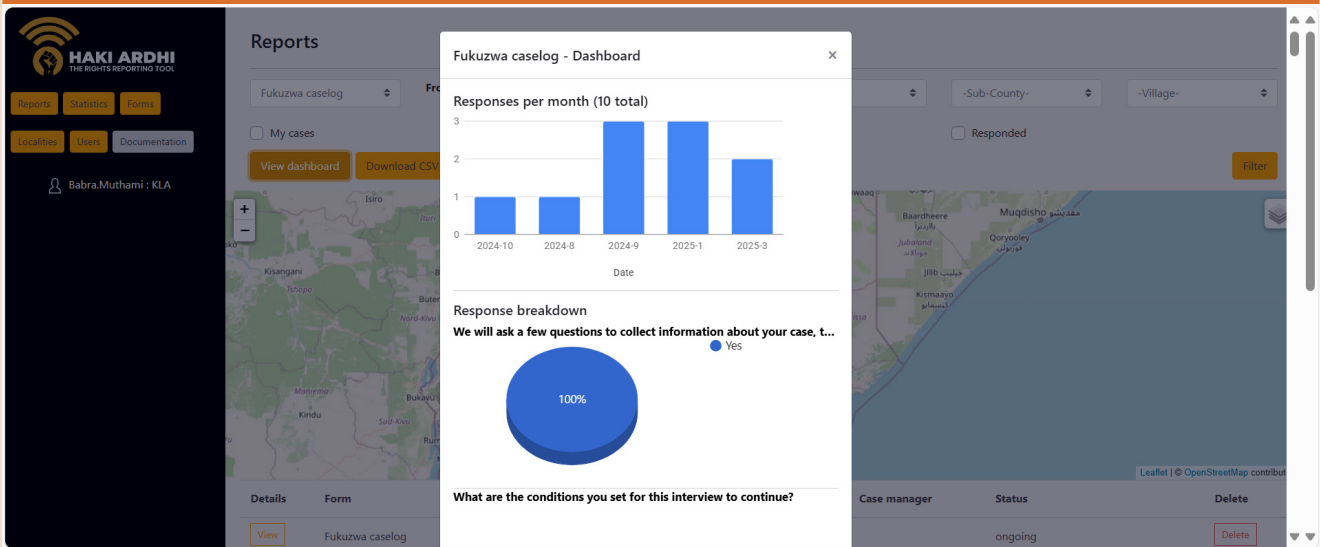
### Step 2.2

The user should click on the “Filter” button to save the selection and see the aggregated data as queried.

### Step 3



Users can click on “View dashboard” option to view the data analysis dashboard where all the alerts sent will show up to form trends.



The screenshots above are examples of what can be found on the data analysis dashboards. An important point to note is that this data is only accessible by “accredited” (“authorized”) users who are working closely with the national CSOs, TMG and RFUK. As the data on Monitaur and on the dashboards is highly sensitive and confidential, data collection and storage need to be compliant with national data protection laws and global data protection regulations and standards, and safeguards must be put into place to ensure full protection to victims reporting.

More details about security protocols and data protection can be found in Chapter 6 of this handbook entitled “6. Security protocols to ensure safe reporting”.



# 5. Enabling environment

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## 5.1 Support structure for responding to women's land rights violations

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Community-based actors including land rights defenders, community paralegals, and local CSOs work with relevant national CSOs to support women to protect their tenure rights. This section provides a brief overview of a support structure of organisations that needs to be in place for effectively using Haki Ardhi for improved reporting on women's land rights violations and access to justice.

Effective operation of the Haki Ardhi tool requires a strong understanding of both national and local contexts, as well as solid working relationships with key actors at various levels.

**Hosting the Haki Ardhi Platform:** The Haki Ardhi Platform should be hosted by a national CSO with experience in advocating for women's land rights and a strong focus on related issues at the national level. During the pilot phase, Kenya Land Alliance (KLA) was the national CSO that hosted the Haki Ardhi platform. KLA is a membership organisation that operates as an umbrella network for CSOs working on land rights. Kenya Land Alliance established land "info hubs" (local CSOs) in 24 counties of Kenya since 2001. These 'info hubs' serve as information centres and a link between KLA and the community at grassroots level. The main use of the tool happened at the level of these info hubs. The info hubs integrated the tool into their existing processes for supporting women.

**Local CSOs:** Land rights defenders and community paralegals should ideally work under local CSOs to ensure they have access to the Collectaur app. In Kakamega and Taita Taveta counties, where the Haki Ardhi tool was piloted, the local CSOs (KLA info hubs) were: Shibuye Community Health Workers (Kakamega), Sauti Ya Wanawake and Taita Taveta Human Rights Watch. These three organisations were members of KLA and as such, they received support from KLA in the form of capacity building workshops, information, education and communication materials, and referrals in some cases. The Info hubs tested and implemented the Haki Ardhi tool on the ground, to complement and strengthen their current work.

KLA has worked with the info hubs to influence policy issues affecting land tenure both at the local and national level. As legal experts on land matters, KLA supported the info hub members by providing pro bono services on matters that required litigation.

## 5.2 Key requirements for local CSOs and local actors



**A** Digital skills: A digital tool requires a certain level of digital literacy which needs to be considered, ideally making the tool usable for all levels of digital literacy (with a focus on ensuring accessibility by people with low literacy levels) to ensure inclusivity. For instance, it is important to ensure simple terminology and explaining terms that might not be understood, as well as using graphics and images where possible.



**B** Local ownership of the tool: The tool's design and data collection process should be led by users themselves and those closest to the data collection process (mainly the local CSOs and the communities they serve).



**C** Consent: It is crucial to ensure that meaningful consent is established with anyone reporting a case or incident. This includes discussing how their information will be used, how their data is useful, and how their data will be protected. More specifically, ensuring consent free, prior and informed means that community members or victims agree to disclose their information, have it documented online, authorise actions based on it, and permit the use of photos and documents. This can be done by:

- 1** Using language that explicitly requests consent and clearly informs the individual that they have the right to refuse or withdraw their consent at any time, without facing any negative consequences.
- 2** Explaining how their information will be used.
- 3** Reinforcing the confidentiality of the data collection and the tool generally.



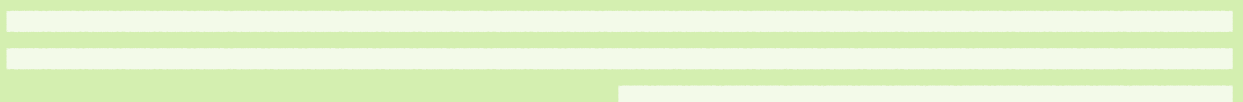
**D** Data justice: This works to ensure fairness in how people are made visible and treated as a result of the collection of data. For this reason, data access, data control, data processing, and the consequences of data need to be communicated to the people whose data is being collected. In the case of the Haki Ardhi tool, Terms and Conditions are integrated into the tool to communicate how the data is to be used and managed.



**E** Question formulation: It is important to consider how questions are formulated in a data collection tool and, where possible, to include both open-ended questions and tick-box questions. This can help to collect data that is both easy to analyse, but also information that gives more details about the case being reported or the identity of the person reporting the case or incident (where necessary).



**F** Risk assessment: A risk assessment should be conducted to identify potential threats and vulnerabilities associated with collecting personal and sensitive data. This can help guide the implementation of appropriate safeguards and mitigate potential risks.



## 5.3 Good practice: Key lessons from piloting Haki Ardhi

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This section provides a summary of critical lessons from the work of KLA and its members in supporting women to protect their tenure rights.

Trust and accessibility are key factors that enable the info hubs to do their work. Through their work on land issues and continuous training by KLA, RFUK and TMG, the members of the info hubs (local CSOs) are well-informed on land governance processes and can resolve various land-related matters. Their expertise as locally

based organisations enables direct response to reported land tenure rights infringements. KLA info hub members are also able to quickly categorise the matters they receive and refer them to relevant offices if necessary. It is important for local actors to be well informed of the legal context of their work. This includes knowing legal obligations towards their clients as well as the legal framework for working on land tenure issues.





## 6. Security protocols to ensure safe reporting

### Data protection and privacy

Data protection is essential when implementing a reporting tool. For the case of Haki Ardhi, the following documents have been developed to communicate data access rights to users:

- 1 Collectaur Terms and Conditions – this is compliant with UK law and aims to communicate the data rights, roles and responsibilities of users of the Collectaur application. This is integrated into the application itself and requires users to read and agree to the terms and conditions.
- 2 Monitaur Terms and Conditions – this is compliant with UK law and aims to communicate the data rights, roles and responsibilities of users of the Monitaur online platform. This is integrated into the platform itself and requires users to read and agree to the terms and conditions.
- 3 Standard User Agreement – this is the agreement detailing the roles and responsibilities of each partner organisation (local CSOs, national CSO, and other stakeholders) signed by all parties.

Additionally, the following considerations should be kept in mind:



**A** Data collection: The data being collected should be limited to what is necessary for understanding the case, for enabling follow-up, and for analysis purposes. It is crucial that data is collected with the free, prior and informed consent of the person reporting the violation. It is important to clearly communicate to users what information is being collected and why.



**B** Data storage: Collected data should be stored securely to prevent unauthorized access. Access to the data should be restricted to dedicated, authorized personnel only, and appropriate security measures such as strong passwords and encryption should be used to protect the data from breaches.



**C** Data retention: Access to collected data should be limited once cases have been resolved. However, case data should still be retained beyond case resolution for the purpose of having a reference point in the event where a case reopens, and for trends analysis over longer periods.



**D** Anonymity: The reporting tool should allow women who are victims of land rights violations or those reporting on their behalf to remain anonymous when reporting a case, if they choose to do so. However, it should be made clear to users that anonymity cannot be guaranteed in all cases, such as when the report leads to an investigation or legal proceedings.



**E** Sharing of data: Any sharing of data with third parties, such as law enforcement or government agencies, should be done only with the explicit consent of the person reporting the violation. This is also the case with data that may be shared with other allied institutions for referral, or other CSO partners who do not have explicit access to the platform.



**F** Compliance with laws: It is important that the reporting tool complies with all applicable laws, such as Kenya's Data Protection Act, 2019, and should ensure that data protection principles are followed. In the case of Haki Ardhi, the online platform is also housed in the United Kingdom, and therefore it is also important that Haki Ardhi complies with the UK Data Protection Act. In the case that any other international organisations should access the platform, and therefore the data, compliance with any other relevant laws on data protection should be reviewed and ensured.

## Key considerations relating to data protection

Individuals and organisations operating a complaints mechanism and store digital personal data need to be very mindful of the need to protect the data they collect and to honour the trust that those reporting their cases place in them. The legal ramifications of inadequate data protection and data handling can also be significant.

Therefore:



Physical data access (servers) needs to be protected and restricted.



Online access needs to be protected and restricted.



Relevant data protection policies need to be known in principle and legal ramifications of misuse need to be known principle.

## Further considerations to build trust among victims

The CSOs are situated at the county or community level, making them easily accessible to women reporting cases of their land rights being violated and providing a direct connection to the communities they serve. The members of the local CSOs are well known in their communities and larger area and trusted by the community members. This trust is crucial as cases are at times highly sensitive. Through their work with community members, the local CSOs should have established a very strong methodology of collecting information on specific land rights violations and following up with relevant actors to resolve cases. The local CSOs work to ensure that affected community members feel safe and comfortable telling their story, give their consent to have their information recorded, and include victims in all follow-up actions. Local CSOs' members are also well known by the local administration officers in the localities and areas where they work. A good working relationship with administrators and power brokers is among the key enabling factors to resolve land related disputes.



