

**PRIVACY POLICY**

**FOR**

**VIRGAS APP**

This Privacy Policy is effective as of August 2024.

1. **INTRODUCTION**

This Privacy Policy is tailored to inform users ("you" or "your") of Virgas, encompassing both the app and website, about our practices regarding the collection, use, and disclosure of personal information. Please take the time to carefully review this Privacy Policy to understand how we handle your data. If we request certain information by which you can be identified while using our platform, rest assured that it will only be utilized in accordance with this privacy statement. By utilizing Virgas Platform, you consent to the terms outlined in this Privacy Policy as well as our Terms of Service.

We highly value your privacy and are dedicated to safeguarding your personal information. This Privacy Policy delineates how we gather, utilize, and disclose your data when you engage with The Virgas App.

1. **INTERPRETATIONS AND DEFINITIONS**

The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

**Definitions**

For the purpose of this Privacy Policy:

“*Account*” means a unique account created for You to access our Service or parts of our Service;

“*Cookies*” are small files that are placed on your computer, mobile device or any other device by a website, containing the details of your browsing history on that website among its many uses;

“*Country*” refers to Nigeria;

“*Device*” means any device that can access the Service such as a computer, a mobile

phone, a digital tablet, etc;

“*Personal Data*” is any information that is associated or relates to a specific individual and can be used to identify that person;

“*Service*” refers to the mobile applications and all activities as it relates to the Virgas App

“*Service Provider*” means any natural or legal person who processes the data on behalf of Virgas. It refers to third-party companies or individuals employed by Virgas to facilitate or provide the Service on behalf of Virgas, to perform services related to the Service or to assist Virgas, in analyzing how the Service is used;

“*Third-party Social Media Service*” refers to any website or any social network website through which a User can log in or create an Account to use the Service;

“*Usage Data*” refers to data collected automatically, either generated by the use of the

Service or from the Service infrastructure itself;

“*User* “refers to the individual using this Platform

“*We*”, “*Us*” or “*Our*” in this Policy refers to the Virgas Platform; and

“*You*’’ means the individual accessing or using our Service, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

1. **INFORMATION WE COLLECT**

We collect the following types of information from users of The Virgas App:

* **Personal Identity Information:** This includes data that can identify you, this includes your first name, last name, gender, date of birth, username, and similar details as verified by official identification documents such as voter ID cards, NIN cards, International Passport or driving licenses.
* **Contact Information:** We collect your mobile number, postal address, email address, and telephone number to facilitate communication and provide services.
* **Service Information:** To enhance your gas search and help consumers and vendors find you, we may collect details about your gas, tracking device on the gas, photos, city, and area where gas is located. Please be cautious not to include personal data that you do not wish to be publicly available.
* **Feedback and Correspondence:** If you participate in surveys, market research activities, or report issues with our service, we may collect information you provide during such interactions.
* **Usage Information:** This encompasses information about how you interact with The Virgas App, including the pages you visit, the features you use, and your activity within the app.
* **Marketing Information:** Your preferences for receiving marketing communications and details about your engagement with marketing materials.
* **Business name and Business registration Number**: this is for the vendors on the platform. It is collected for know your customer (KYC) purposes.

1. **HOW WE COLLECT INFORMATION**

We collect information through the following methods:

* **Directly from the user**: This includes personal information provided by you when registering for Virgas App, creating a user profile, or engaging with features within the app.
* **Automatically**: We gather usage data through cookies and similar tracking technologies as you navigate and interact with Virgas App.

1. **LOG DATA AND COOKIES**

When you use Virgas Platform, we collect Log Data automatically such as:

* IP address
* Device type
* Operating system type and version
* Interactions within the app
* App version
* Usage data, such as the date and time of your visit, the pages you view, and the duration of your visit

We may use cookies and other tracking technologies to collect this information. Cookies are small data files that are placed on your device when you visit our App. You can disable cookies through your device or browser settings, but doing so may limit the functionality of the App.

1. **HOW WE USE YOUR INFORMATION**

We utilize your personal information for various purposes, including but not limited to:

* **Service Operation and Improvement**: Your data helps us operate, maintain, and enhance The Virgas App to provide you with a seamless and rewarding user experience.
* **Matching Process**: For users such as vendors and consumers, we use your information to match you need and facilitate your participation in Virgas App.
* **Communication**: We may communicate with you about app updates, program announcements, promotional offers, and other relevant information.
* **Personalization**: Your data enables us to tailor your experience within The Virgas App, delivering content and recommendations based on your preferences and usage patterns.
* **Compliance**: We may use your information to comply with legal and regulatory requirements.

1. **HOW WE PROTECT YOUR INFORMATION**

We take appropriate measures to protect your personal information, including data collection, storage, and processing practices. We use commercially acceptable means to safeguard your data against unauthorized access, alteration, disclosure, or destruction. While we strive to maintain data security, please understand that no method of transmission over the internet or electronic storage is 100% secure. We cannot guarantee absolute security.

1. **INFORMATION SHARING**

We don't sell, trade, or rent your personal identification information to third parties. However, we may share generic, aggregated demographic information with trusted affiliates, business partners, and advertisers for analytical purposes. We utilize third-party services and may disclose your information to the following parties:

* **Service Providers**: We may engage third-party companies and individuals to facilitate and improve our service. These third parties may have access to your personal information to perform tasks on our behalf but are obligated not to disclose or use the information for other purposes.
* **Vendors and Consumers**: As a user of The Virgas App, your information would be disclosed to other users like Vendors and consumers, aiding program involvement and interactions. This includes potential vendors or consumers when your needs align with the service they offer.
* **Legal Requirements:** Third parties including enforcement, regulatory, and judicial authorities when required to respond to legal processes, investigations, or protect against illegal activities or threats.
* **One-to-One Messages:** We have access to one-to-one messages for moderation and safety concerns. However, we do not share this data with third parties.

1. **YOUR RIGHT AS A DATA SUBJECT**

Users may exercise certain rights regarding their Data processed by Virgas. In particular, Users have the right to do the following, to the extent permitted by law:

**Withdrawal**: Users have the right to withdraw consent at any time, where they have previously given their consent to the processing of their Personal Data.

**Access**: You can request access to your personal information by contacting us at [Support@mephaltihq.com](mailto:Support@mephaltihq.com).

**Correction**: You can request corrections to any inaccuracies in your personal data by contacting us at [Support@mephaltihq.com](mailto:Support@mephaltihq.com).

**Opt-Out**: You can opt out of receiving promotional communications from us by following the unsubscribe instructions included in such communications.

**Receive their Data**: Users have the right to receive their Data in a structured, commonly used and machine-readable format and, if technically feasible, to have it transmitted to another controller without any hindrance.

**Lodge a complaint:** Users have the right to bring a claim before their competent data protection authority.

1. **DATA RETENTION**

We retain your information for as long as necessary to fulfil the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law

1. **SECURITY**

We employ reasonable data collection, storage, and processing practices to protect personal information. However, we cannot guarantee absolute security, and you acknowledge the inherent risks of data transmission over the internet.

1. **LINKS TO OTHER SITES**

Virgas Platform may contain links to external sites. We do not control the content, privacy policies, or practices of third-party websites. We recommend reviewing their privacy policies when accessing external sites.

1. **CHILDREN’S PRIVACY**

Virgas Platform is not intended for users under the age of 18. We do not knowingly collect personal information from children under 18. If we become aware of such data, we will delete it promptly.

**14. CHANGES TO THIS PRIVACY POLICY**

We may update this Privacy Policy periodically to reflect changes in our practices and legal requirements. We will notify you of any material changes by posting the updated policy on our website or through other appropriate means.

**Contact Us**

If you have any questions or concerns about this Privacy Policy, please contact us at [Support@mephaltihq.com](mailto:Support@mephaltihq.com)