INTRODUCTION

This logistics platform, Sendstack ("Platform"), is operated by Scrader Technology Limited (hereinafter referred to as "we", "our", "us").

We are committed to the protection of all personal information that you may provide to us. This privacy and data protection policy ("Policy"), and any other documents referred to on it, sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

By visiting and accessing our Platform [or mobile platform], you are accepting and consenting to the terms and conditions in this Policy.

THE INFORMATION THAT WE COLLECT FROM YOU

We may receive, use, store and transfer different kinds of personal data about you including the following:

- ***Identity Data***: includes [*first name, last name, maiden name, username or similar identifier, marital status, title, date of birth, gender*].
- ***Contact Data***: includes *[billing address, email address and telephone numbers].*
- ***Financial Data***: includes *[bank account and payment card details].*
- ***Delivery Data***: includes *[delivery addresses and phone numbers].*
- ***Device Data:*** includes *[information on the devices with which you access the platform].*
- ***Profile Data***: includes *[your username and password, picture, delivery history, your interests, preferences, feedback and survey responses].*
- ***Usage Data***: includes *[details of your use of our services].*

We may also collect, use and share aggregated data such as statistical or demographic data for any purpose. Aggregated data could be derived from your personal data but is not considered personal data as this data will not directly or indirectly reveal your identity. For example, we may aggregate your usage data to calculate the percentage of users accessing a specific Platform feature.

INFORMATION FROM OTHER SOURCES

When you create an account with us, we may collect information, including nonpublic personal information, about you from third party service providers in order to verify your identity and for fraud prevention, including your prior addresses and names.

COOKIES

We use cookies to distinguish you from other users of our Platform and to remember your preferences. This helps us to provide you with a good experience when you access our Platform and allows us to improve our site.

You can set your browser to refuse all or some browser cookies or to alert you when Platforms set or access cookies. If you disable or refuse cookies, please note that some parts of this Platform may become inaccessible or not function properly.

THE PURPOSE FOR WHICH WE WILL USE YOUR DATA

The information that we collect from you - We may use information held about you in the following ways:

- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
- to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
- to ensure that content from our site is presented in the most effective manner for you and to notify you about changes to our service;
- to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;

Information we receive from other sources - We will combine this information with information you give to us and information we collect about you. We will use this information and the combined information for the purposes set out above (depending on the types of information we receive).

TRANSFER TO THIRD PARTIES

We may provide other users with your personal information to complete a delivery. Such information may include your name, account identity, contact details or such additional information required information for the delivery.

CHANGES TO PERSONAL INFORMATION

It is imperative that your data with us is current and accurate. You may request for the rectification of any personal data that we hold about you so as to enable you to correct any incomplete or inaccurate data we hold about you. We may, however, need to verify the accuracy of the new data you provide to us.

DATA SECURITY AND RETENTION

We deploy strict physical, electronic, and administrative security measures to protect your information from access by unauthorised persons, against unlawful processing and foreseeable hazards and breaches when online.

We will retain your data for as long as necessary for the said purpose of the processing, and after that, we will keep your data as long as the law requires.

COMPLAINTS

If you have any questions about this privacy policy or our privacy practices, please contact our customer service in the following ways:

Full name of legal entity: Scrader Technology Limited

Email address: info@sendstack.africa

Postal address: 60, Chief Monday Imo Crescent, Ago Palace Way, Okota, Lagos

Telephone number: +2349086081489