

AIIDO'S PRIVACY POLICY

1. Introduction

This Privacy Policy forms part of the Terms of Use governing access to and use of the website located at <https://www.aiido.co> and any related applications, platforms, or services provided by **Aiido Technologies Limited** (“Aiido”, “we”, “our”, or “us”), including those operated through our affiliates and subsidiaries.

This policy explains the manner in which we collect, process, store, safeguard, and disclose information obtained from individuals who visit or interact with our website and related digital services. These services include, but are not limited to, our web-based platforms, mobile applications, and other technological interfaces through which Aiido provides its services.

We recognise the importance of protecting personal information and are committed to maintaining the confidentiality, integrity, and security of data entrusted to us. Accordingly, this policy outlines how information relating to users is handled whenever they access, browse, or otherwise interact with our website or services.

2. Definition of Personal Data

For the purposes of this Privacy Policy, “**personal data**” refers to any information that can identify an individual either on its own or when combined with other available data. This may include details such as a person’s name, residential or mailing address, email address, telephone number, login credentials, payment information, banking details, or other identifiers associated with an individual.

Information that has been irreversibly anonymised or de-identified, such that it cannot reasonably be used to identify a particular individual, will not be treated as personal data under this policy.

3. Definition of User

In this Privacy Policy, the term “**User**” refers to any individual who accesses or makes use of Aiido’s services and has accepted the applicable **Terms of Use** governing the platform.

4. Commitment to Data Protection

In the digital economy, the responsible handling of personal data is essential for organisations that provide online services. Increasing privacy and data protection regulations across jurisdictions require businesses to adopt clear standards for how personal information is collected, used, stored, and protected.

Aiido Technologies Limited is committed to protecting the privacy of individuals who interact with our platform. In handling personal data, we seek to ensure that such information is processed lawfully, fairly, and transparently, in accordance with applicable data protection laws, including the Nigeria Data Protection Act, 2023 (NDPA).

We implement appropriate safeguards and internal policies to ensure that personal information entrusted to us is handled securely and used only for legitimate purposes connected with the provision and improvement of our services.

5. Consent to Data Processing

By accessing, visiting, or making use of our services, you acknowledge that you have read and understood this Privacy Policy and the applicable Terms of Service. Your continued use of the platform constitutes your acceptance of the practices described in this policy, including the collection, storage, use, and disclosure of personal information as outlined herein.

6. Categories of Information We Collect

For the purpose of this Privacy Policy, “**Personal Data**” refers to any information that can identify, describe, or reasonably be associated with an identifiable individual, whether directly or indirectly.

In providing and maintaining our services, we may collect and process personal information for several legitimate purposes. These include enabling the delivery of our services, complying with applicable legal and regulatory obligations, responding to user inquiries, providing customer assistance, improving the quality and functionality of our services, fulfilling contractual commitments, and maintaining ongoing engagement with users.

7. Third-Party Websites

Our website and services may contain links or references to external websites operated by third parties. These platforms function independently from Aiido Technologies Limited and may collect information from users through cookies, tracking technologies, or other data collection methods.

Because we do not control the practices or policies of these external websites, we cannot assume responsibility for how they collect, use, or process personal information. Users are therefore encouraged to review the privacy policies of any third-party websites they visit through links provided on our platform.

8. Types of Personal Information We May Collect

Depending on how you interact with our services, the categories of information we may collect include:

- a. Full name
- b. Email address
- c. Residential or mailing address
- d. Telephone number
- e. Internet Service Provider (ISP) domain information
- f. Date and time of visits to our website
- g. Login credentials, including email address and password
- h. Internet Protocol (IP) address

This information enables us to operate our platform efficiently, authenticate users, communicate with them when necessary, and improve the performance and security of our services.

9. Purpose of Processing Personal Data and Legal Basis

At Aiido, we process personal data only where there is a lawful basis for doing so in accordance with applicable data protection laws. For each category of data we handle, we identify and document the appropriate legal ground for its processing.

Depending on the circumstances in which your information is collected, we may process your personal data for purposes such as providing our services, fulfilling contractual obligations, complying with legal or regulatory requirements, pursuing legitimate business interests that do not override your rights, or where you have given your consent.

Where processing is based on your consent, we will seek such consent in a clear and transparent manner. You may decline to provide consent or withdraw it at any time by contacting us through the appropriate communication channels. Withdrawal of consent will not affect the legality of any processing carried out prior to the withdrawal.

For clarity, the table below outlines the primary purposes for which we process personal data and the corresponding lawful basis for each activity:

Personal Data Collected	Purpose of Processing	Lawful Basis
Full Name	To identify you and create/manage your account; comply with KYC requirements	Contract / Legal Obligation
Email Address	To communicate about your account, transactions, promotions, and support	Contract / Legitimate Interest
Address	To verify your location for eligibility; comply with anti-money laundering (AML) laws	Legal Obligation
Telephone Number	To contact you for account verification, alerts, and customer support	Contract / Legitimate Interest

Login email addresses and passwords	To secure access to your account	Contract / Legal Obligation
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10. Information Provided by Other Users

In certain situations, other users of our services may share your contact information with us. For example, a user may provide your email address or similar identifying details in order to invite you to join the platform, collaborate within the service, or share content with you.

Where such information is provided by another user, we process it solely for the purpose for which it was submitted, such as facilitating the invitation or enabling the intended communication. We do not use this information for unrelated purposes unless permitted by applicable law or with your consent.

11. Information We Collect

In the course of providing and maintaining our services, we may obtain information relating to you, the device you use, and how you interact with our platform. This information may be collected directly from you or automatically through your use of our services.

12. Information You Voluntarily Provide

Certain features of our services require you to submit information directly to us. This may occur when you register an account, submit inquiries or feedback, complete forms, or otherwise interact with functions available within the platform.

Providing such information is voluntary. However, where specific information is required to enable a feature or service, failure to provide it may limit your ability to access certain functionalities of the platform.

13. Information Collected Automatically

When you access or use our services, some information is collected automatically through the operation of the platform and associated technologies. This may include the following categories of data:

a. Device Information

Details relating to the device used to access our services may be collected. This can include the device model, operating system version, unique device identifiers, and other technical characteristics associated with the device.

b. Usage Information

We may monitor how users interact with the platform in order to understand engagement patterns. This may include data relating to the features accessed, the duration of user sessions, and interactions with specific components of the service.

c. Browsing Information

Where users access external content through links or integrated features within the platform, we may record information such as the referring web address and the sections of the service visited during a session.

d. Internet Protocol (IP) Address

Your IP address may be collected and stored for purposes including security monitoring, system administration, and the analysis of general usage trends.

e. Location Information

Subject to your consent, we may collect geographic location data through technologies such as GPS, Wi-Fi networks, or other device sensors. This information enables us to support location-based features and enhance certain functionalities within the service.

f. Behavioural Analytics

We may analyse aggregated usage data in order to understand how users interact with our platform. Insights obtained from such analysis assist us in improving performance, refining features, and enhancing the overall user experience.

14. Cookies and Similar Technologies

Aiido uses cookies, analytics tools, and related technologies to enable core platform functionality and understand how the services are used.

These tools help us to:

- a. Keep the platform stable and functioning as intended;
- b. Observe how features are being used so we can refine them;
- c. Present content and features that better match user behaviour;
- d. Strengthen security controls and detect unusual or fraudulent activity; and
- e. Generate aggregated insights that support product improvement.

Users are able to influence how these technologies operate through browser settings, in-app controls, or device-level configurations. Disabling some of these features may affect how certain parts of the services function or appear.

15. Control Over Your Information

Users are not passive in how their data is handled. Depending on the device and service configuration, you may adjust certain privacy-related preferences, including:

- a. Modifying app or system permissions at device level;
- b. Turning off location access where it has been enabled;
- c. Adjusting cookie or tracking preferences where such controls are available.

Where guidance is needed on managing cookies, additional instructions may be made available within the platform or support resources.

16. Updates to This Policy

This Privacy Policy is not static. It may be revised where there are changes in law, technology, or how Aiido operates its services.

When updates are significant, we will take reasonable steps to bring them to your attention through the platform or other communication methods. Continued use of the services after updates are published will be treated as acceptance of the revised terms.

17. Contact

Any questions, concerns, or requests relating to privacy can be directed to us via WhatsApp on +2347030963718.

18. Rights Available to You

Subject to applicable data protection legislation, individuals whose data is processed by Aiido may exercise a range of rights in relation to their personal information, including:

- Accessing personal data held about them;
- Requesting correction of inaccurate or incomplete information;
- Asking for limits on how their data is used in certain situations;
- Objecting to specific forms of processing, particularly marketing-related uses;
- Requesting deletion of personal data where legally permissible;
- Withdrawing consent where processing is based on consent; and
- Escalating concerns to the relevant regulatory authority.

Requests to exercise any of these rights may be submitted to our support. We may need to verify identity before responding to certain requests. Responses will be provided within a reasonable timeframe in line with applicable legal obligations.

If a user believes their rights have been infringed, they may contact the **Nigeria Data Protection Commission (NDPC)** at info@ndpc.gov.ng.

19. Marketing Communications

Aiido only sends promotional or newsletter-style messages where the user has expressly agreed to receive them. Users can opt out at any time by using the unsubscribe function included in the communication or by updating their notification preferences where available within the service.

20. Sharing Within the Aiido Group

Personal data may be shared internally within Aiido's corporate structure, including with affiliated entities, subsidiaries, or jointly controlled ventures, where such sharing is necessary for operational efficiency, service delivery, or administrative purposes.

All internal sharing remains subject to this Privacy Policy and applicable legal requirements.

21. Legal Requests and Protective Disclosures

There are circumstances where Aiido may be required to disclose personal data without prior notice. These include situations where disclosure is:

- a. Required to comply with legal or regulatory obligations;
- b. Requested by courts, regulators, or law enforcement acting under lawful authority;
- c. Necessary to enforce contractual obligations or protect Aiido's rights;
- d. Connected to investigations involving fraud, abuse, or security risks; or
- e. Needed to protect users, the public, or the integrity of the platform.

In such situations, disclosure is limited to what is necessary and handled in accordance with applicable law.

22. Sharing Based on Consent

Outside the situations described above, personal data will only be shared where a user has expressly consented or directed Aiido to do so. Where third parties are engaged to process data on Aiido's behalf, such engagements are governed by contractual obligations requiring appropriate safeguards, confidentiality, and compliance with applicable data protection standards.

23. Security Measures

Aiido implements a combination of technical and organisational safeguards designed to protect personal data against unauthorised access, alteration, loss, or disclosure.

These safeguards include, among others, encryption mechanisms, access restriction protocols based on user roles, and multi-factor authentication for sensitive operations. These controls are applied with the aim of ensuring that only authorised personnel can access specific categories of information and only where necessary for operational purposes.

Despite these measures, it is important to note that no digital transmission or storage system can be guaranteed to be completely secure. While we work to maintain a high standard of security, we cannot provide absolute assurance against all potential risks inherent in internet-based services.

By using the platform, users acknowledge that communications relating to security, privacy, and administrative matters may be conducted electronically. In the event of a security incident affecting personal data, Aiido may notify affected users through available communication channels, which may include email or in-platform notices. Where applicable, individuals may have a legal entitlement to receive formal written notification of such incidents.

Users who wish to opt out of electronic notifications (where legally permissible) or request formal written communication may contact us via WhatsApp on: 2347030963718.

24. Children's Data

The services are not designed for or directed at individuals below the age of eighteen (18). Aiido does not knowingly permit persons under this age to create accounts or submit personal information through the platform.

If it comes to our attention that data belonging to a minor has been submitted without appropriate authorisation, we will take steps to remove such information from our systems and deactivate any associated account where applicable.

Parents or guardians who believe that a child has provided personal data to us may contact us via WhatsApp on +2347030963718 to request review and deletion.

25. Questions, Updates, and Data Requests

Users may contact Aiido at any time regarding concerns about this Privacy Policy, the handling of their information, or to request corrections or updates to previously submitted data.

All such requests can be directed to WhatsApp on +2347030963718 and we will respond within a reasonable period in accordance with applicable legal requirements.

26. Data Retention and Storage Practices

Aiido maintains personal data only for as long as it is needed to fulfil the purposes for which it was collected, including service delivery, operational requirements, and compliance with legal or regulatory obligations.

To protect stored information, we apply a range of security practices, including encryption, controlled access systems, and periodic security reviews. These measures are designed to reduce the risk of unauthorised access or misuse.

While we retain data for operational and legal purposes, we do not store personal information indefinitely and will ensure that retention periods are proportionate to the purpose of collection.

27. Account Closure and Data Deletion

Users may choose to discontinue use of the services at any time by requesting account deactivation or permanent deletion.

A deactivated account is placed in a suspended state, meaning access is disabled but certain records may be retained to allow for possible future reactivation.

Where a deletion request is made, Aiido will remove the associated account and personal data from active systems, subject to any legal obligations requiring retention of specific records. Some information may persist in anonymised or aggregated form, where it can no longer be used to identify an individual.

Requests for deactivation or deletion may be submitted via whatsapp on +2347030963718.

28. Amendments to This Privacy Policy

This Privacy Policy may be updated periodically to reflect changes in legal requirements, technology, or internal data handling practices. Where updates affect how personal data is processed in a material way, Aiido will take reasonable steps to inform users before such changes take effect. Notification may be provided through email, in-app messages, or other appropriate communication channels.

Users are encouraged to review the policy periodically to remain informed about how their information is handled.

29. Changes Involving New Purposes

There may be instances where Aiido intends to use previously collected personal data for purposes not originally disclosed at the time of collection.

Where such new purposes represent a significant departure from the original terms under which data was collected, Aiido will take appropriate steps to notify users and, where required by law, obtain consent before proceeding with such use.