

PRIVACY NOTICE

This privacy notice for Lorry Logistics Limited. ('Company', 'we', 'us', or 'our'), describes how and why we might collect, store, use, and/or share ('process') your personal information when you use our Platform for logistics services and other facilities ('Services'), such as when you visit our website at <https://lorry.ng> , or any website of ours that links to this privacy notice.

Personal Information is data which could be used to identify you as a person. By the Nigeria Data Protection Regulation 2019 which can be assessed at <https://nitda.gov.ng/wp-content/uploads/2020/11/NigeriaDataProtectionRegulation11.pdf>

Any undefined capitalized terms used within this Privacy Notice will have the same meaning in the Terms ([link to terms and Conditions](#)).

SUMMARY OF KEY POINTS

This summary provides key points from our privacy notice, but you can find out more details about any of these topics by clicking the link following each key point or by using our table of contents below to find the section you are looking for. You can also click [here](#) to go directly to our table of contents.

What personal information do we process? When you visit, use, or navigate our Services, we may process personal information depending on how you interact with [\[https://lorry.ng\]](https://lorry.ng) and the Services, the choices you make, the products and features you use. Click [here](#) to learn more.

Do we process any sensitive personal information? We do not process sensitive personal information.

Do we receive any information from third parties? Yes. We may receive information from Aggregators from whose platforms you have accessed our platform, public databases, marketing partners, social media platforms, and other outside sources. Click [here](#) to learn more.

How do we process your information? We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent. We process your information only when we have a lawful basis to do. Click [here](#) to learn more.

In what situations and with which parties do we share personal information? We may share information in specific situations and with specific third parties to help provide you with the Services you require. Click [here](#) to learn more.

How do we keep your information safe? We have organizational and technical processes and procedures in place to protect your personal information. However, no electronic transmission over the internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information, where there has been a data breach, we will inform you as soon as practicable. Click [here](#) to learn more.

What are your rights? Depending on where you are located geographically, the applicable privacy law may mean you have certain rights regarding your personal information. Click [here](#) to learn more.

How do you exercise your rights? The easiest way to exercise your rights is by filling out our data subject request form available here, or by contacting us. We will consider and act upon any request in accordance with applicable data protection laws.

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1. WHAT INFORMATION DO WE COLLECT?

In Short: We collect personal information that you provide to us or personal information we have received from third parties about you. We may also collect information about your company or your business.

1.1. Personal Information Provided by You

To enable us to connect you with the Services on our Platform, we may require you to voluntarily give us access to certain personal information. You consent to us collecting your personal information as well as storing, using, or disclosing your personal information in accordance with this Privacy Notice.

We may take the information at registration and onboarding or at different times during the lifespan of your interactions with our Platform including at the point of placing a request to be a carrier or as a customer.

Personal information given to us by you includes but is not limited to:

- i. For Customers:
 - Personal Information of Customers: Full name, Last name, email address, phone numbers, date of birth, residential address, photo, geographic location (i.e. city, state, postal code), means of identification.
- ii. For Carriers:
 - a. Personal Information of Carrier: Full name, Last name, email address, phone numbers, date of birth, residential address, photo, geographic location (i.e. city, state, postal code), means of identification.
 - b. Vehicle information: This includes the model, make, year, capacity and maintenance date of the vehicle.
- iii. For Agents:
 - Personal Information of Agent: Full name, Last name, email address, phone numbers, date of birth, residential address, photo, geographic location (i.e. city, state, postal code), means of identification.

1.2. Package Information

A complete and accurate description of packages including contents, state or condition, level of care needed in the transportation and so on may be requested during interactions with our platform.

Sensitive Information. We do not process sensitive information.

All personal information that you provide to us must be true, complete, and accurate, and you must notify us of any changes to such personal information.

1.3. Information automatically collected

In Short: Some information — such as Internet Protocol (IP) address and/or browser and device characteristics — is collected automatically when you visit our Platform or attempt to use our Services.

We also automatically collect certain information when you visit, use, or navigate the Platform. This information does not reveal your specific identity (like your name or contact information) but may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when you use our Services, and other technical information. This information is primarily needed to maintain the security and operation of our Services, and for our internal analytics and reporting purposes.

Like many businesses, we also collect information through cookies and similar tracking technologies. For more information on how we use cookies please refer to our cookies policies [insert link to cookies policies]

2. **HOW WE PROCESS YOUR INFORMATION, LAWFUL BASIS FOR PROCESSING THE INFORMATION AND YOUR RIGHTS**

In Short: We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent. In this section we have provided you with the purpose for processing your information,

and our lawful basis for processing [please find more information on lawful basis [here](#) and your rights [here](#)]

We process your personal information for a variety of reasons, depending on how you interact with our Platform, including:

2.1. Personal data collected from you at onboarding is necessary to facilitate account creation and authentication and otherwise manage your accounts. We may process your information so you can create and log in to your account, as well as keep your account in working order.

- Our lawful basis for this is your Consent.
- You have the right to withdraw consent, restrict processing, right of access, right of rectification, right to lodge a complaint with a supervisory authority, right to erasure, right to data portability

2.2. Personal data may be collected from you and processed to fulfil Know Your Customer (KYC) requirements, ascertain your identity, and prevent unlawful uses of our Platform

- Our lawful basis for this is Legal obligation
- You have the right to rectification, right to information, right of access, right to lodge a complaint with a supervisory authority.

2.3. Personal data received from third parties may be processed to fulfil your obligation to such third party

- Our lawful basis for this is Consent, Contractual obligation
- You have the right to withdraw consent, right to access (including the source of your personal data), right to restriction of processing, right to data portability

2.4. Personal data collected for direct marketing and promotional communications

- Our lawful basis for this is: Consent, Legitimate interest
- You have the right to withdraw consent, right to information, right to object, right to restriction of processing.

2.5. Personal data and company data collected from you will be used for the provision of our Services including to deliver and facilitate the matching of borrowers to lenders on the Platform, the provision of credit information to lenders etc.

- Our lawful basis for this is Consent, Contractual obligation
- You have the right to withdraw consent, right to access, right to restriction of processing, right to data portability

2.6. Personal data may be collected and processed to respond to your inquiries and offer support services to you, we may also process your information to communicate changes in our policies

- Our lawful basis for this is Legitimate interest
- You have the right to object, right to lodge a complaint with a supervisory authority

2.7. Your data may be collected through third parties including your bank or platform wallet provider to allow us to deduct our Fees.

- Our lawful basis for this is: Legitimate interest, Contractual obligation
- You have the right to object, right to lodge a complaint with a supervisory authority

2.8. Your data may be collected through cookies or similar tracking technologies to personalize your Platform experience and to deliver content and product and service offerings relevant to your interests, including targeted offers and ads through our websites, third-party sites, and via email or text message.

- Our lawful basis for this is Consent
- You have the right to withdraw consent, right to information, right to lodge a complaint with a supervisory authority, right to erasure

3. **WHAT LAWFUL BASIS DO WE RELY ON TO PROCESS YOUR INFORMATION?**

If you are located in the EU or UK or Nigeria, this section applies to you

In Short: We only process your personal information when we have a lawful basis for doing so The General Data Protection Regulation (GDPR), UK GDPR, and the Nigerian Data Protection Regulation (NDPR) require us to explain the valid lawful basis we rely on in order to process your personal information.

As such, we may rely on the following lawful basis to process your personal information:

- 3.1. Consent: We may process your information if you have given us permission (i.e., consent) to use your personal data for a specific purpose. You can withdraw your consent at any time
- 3.2. Contractual Obligation: We may process your personal information when we believe it is necessary to perform a contract which you are or will be subject to, including providing our Services or at your request prior to entering into a contract with you.
- 3.3. Legitimate Interests: We may process your information when we believe it is reasonably necessary to achieve our legitimate business interests and those interests do not outweigh your interests and fundamental rights and freedoms.
- 3.4. Legal Obligations. We may process your information where we believe it is necessary for compliance with our legal obligations, such as to comply with a law, cooperate with a law enforcement body or regulatory agency

4. CHANGE OF PURPOSE

We will only use your personal information for the purposes for which we collected it. If we need to use your personal information for any other purpose, we will seek your consent to do so, we will not process your information for any other purpose if you refuse to consent. Where we have a legal basis for using your information for any other purpose, we will notify you and explain the legal basis which allows us to do so.

5. YOUR RIGHTS

By providing us with your personal information, you are guaranteed the following rights by virtue of the data protection regulation applicable in the jurisdiction

- 5.1. Right to Rectification: you can at any time modify or change your name, email password and login PIN/password on your profile. If you would at any time like to review or change the information in your account or terminate your account, you can log in to your account settings and update your user account, or you may contact us using the contact information provided [here](#) to do so for you.
- 5.2. Right of Access, Right to Erasure, and Right to Restrict Processing: you can request access to the information we have of you including our source(s) of the information. You also have the right to restriction on further processing or

erasure of your personal information on our Platform by contacting us [here](#). The request will be processed within 30 days.

We reserve the right to charge a reasonable fee to process excessive or repeat requests. You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your access request is repetitive, excessive, or unfounded. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights).

This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

- 5.3. Right to Withdraw Consent: You can withdraw your consent to our use or processing of your information if you cease to use the Platform or if you no longer wish for us to process your personal information, we will no longer process your data where you have withdrawn consent unless we have other lawful basis for doing so. You can also withdraw consent to receiving our promotional emails by following the unsubscribe instructions included in every email we send.
- 5.4. Right to lodge a complaint with a supervisory authority: you have a right to lodge a complaint against us to a supervisory authority whenever you feel that we may not have honored any of the rights granted to you under this Privacy Notice or under any law.
- 5.5. Right to object: where our lawful basis for processing your data is our legitimate interest, you may object to such processing, and we will no longer process the data unless we have a compelling, legitimate ground for processing which we will communicate to you at the soonest time possible.
- 5.6. Right to Erasure: you may request for an erasure of the data we have of you where such data is no longer needed for the purpose we have collected it for, or where you withdraw the consent you have given us or object to the processing and we have no other lawful basis for processing the data. You can also request for the termination of your account, upon your request to terminate your account, we will deactivate or delete your account and information from our active databases.

However, we may retain some information in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our legal terms and/or comply with applicable legal requirements.

5.7. Right to data portability: you have a right to receive your data or have us transfer your data to another data controller in a structured, commonly used and machine-readable format.

If you have questions or comments about your privacy rights, you may email us at [].

6. WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?

We respect your privacy policy and we limit disclosure of your Personal Data to third parties. We do not sell, give or trade any Personal Data that we obtain from you to any third party for data-mining or marketing purposes. However, we may share your Personal Information with companies engaged by us to provide services to Lorry Logistics Limited subject to adequate data security and protection. We may also share your information where there is a regulatory or statutory obligation to disclose such Personal Information in accordance with provisions of applicable laws.

We may transfer and disclose your personal information to third parties where in instances where; we have to comply with a legal obligation, an applicable law requires it, at the request of governmental authorities conducting an investigation, to verify or enforce our “Terms of Use” or other applicable policies, to detect and protect against fraud, or any technical or security vulnerabilities, to respond to an emergency or otherwise

7. DO WE USE COOKIES AND OTHER TRACKING TECHNOLOGIES?

In Short: We may use cookies and other tracking technologies to collect and store your information.

We may use cookies and similar tracking technologies (like web beacons and pixels) to access or store information. Specific information about how we use such technologies and how you can refuse certain cookies is set out in our Cookie Notice.

8. HOW LONG DO WE KEEP YOUR INFORMATION?

In Short: We keep your information for as long as necessary to fulfil the purposes outlined in this privacy notice unless otherwise required by law. We will only keep

your personal information for as long as it is necessary for the purposes set out in this privacy notice, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements).

9. **HOW DO WE KEEP YOUR INFORMATION SAFE?**

In Short: We aim to protect your personal information through a system of organizational and technical security measures.

Your data is secured by encryption, firewalls, and Secure Socket Layer (SSL) technology. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information, transmission of personal information to and from our Platform is at your own risk. You should only access the Services within a secure environment.

Further, a password is used to help protect user accounts and account information. It is your responsibility to keep the password confidential, we are not liable to, nor can we fully control the actions of other users with whom you may choose to share your information.

Please be advised that our third-party data host provider uses servers located in the cloud to store personal data. As a result, when you use the Platform, your personal information will be transferred to the data processing center which is located [].

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this policy when it is transferred, stored, or processed in this way.

10. **DO WE COLLECT INFORMATION FROM MINORS?**

In Short: We do not knowingly collect data from or market to children under 18 years of age.

We do not knowingly solicit data from or market to children under 18 years of age.

By using the Services, you represent that you are at least 18. If we learn that personal information from users less than 18 years of age has been collected, we will

deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any data we may have collected from children under age 18, please contact us at [].

11. CONTROLS FOR DO-NOT-TRACK FEATURES

Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track ('DNT') feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. At this stage no uniform technology standard for recognizing and implementing DNT signals has been finalized. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practice in a revised version of this privacy notice.

12. INTERNATIONAL DATA TRANSFER

We have established the Platform with the aim of having a global reach. Hence, to provide you with the most suitable service for your needs we may collect and transfer your personal information to locations outside your country. Where we transfer your personal information outside your country, we will ensure that it is protected and transferred in a manner consistent with legal requirements.

13. DO WE MAKE UPDATES TO THIS NOTICE?

In Short: Yes, we will update this notice as necessary to stay compliant with relevant laws.

We may update this privacy notice from time to time. The updated version will be indicated by an updated 'Revised' date and the updated version will be effective as soon as it is accessible. If we make material changes to this privacy notice, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this privacy notice frequently to be informed of how we are protecting your information.

14. HOW CAN YOU CONTACT US ABOUT THIS NOTICE?

If you have questions or comments about this notice, you may email us at [] or call us at [] or by post to:

[Address]

Questions or concerns? Reading this privacy notice will help you understand your privacy rights and choices. If you do not agree with our policies and practices, please do not use our Services. If you still have any questions or concerns, please contact us at []

15. HOW CAN YOU REVIEW, UPDATE, OR DELETE THE DATA WE COLLECT FROM YOU?

Based on the applicable laws of your country, you may have the right to request access to the personal information we collect from you, change that information, or delete it. To request to review, update, or delete your personal information, please submit a request form by clicking [insert link to form]