

## **PRIVACY POLICY FOR SHOPPOINT COMPANY LIMITED.**

- **EFFECTIVE DATE:** This policy takes effect from 25th April, 2024.

**SHOPPOINT COMPANY LIMITED** ("SHOPPOINT," "we," "us," or "our") is committed to protecting the privacy of our users. This Privacy Policy explains how we collect, use, disclose, and safeguard personal information obtained through our website and application (collectively, the "Service"). By accessing or using the Service, you agree to the terms of this Privacy Policy.

### **1. Information We Collect**

We may collect personal information from users in various ways, including:

- Information provided directly by users, such as name, email address, shipping address, and payment information when making a purchase or creating an account.
- Information collected automatically through cookies, web beacons, and similar tracking technologies when users interact with our website or application.
- Information obtained from third-party sources, such as social media platforms, if users choose to log in to our Service using their social media accounts.

### **2. Use of Information**

We may use the information we collect for various purposes, including:

- Providing and personalizing the Service to meet users' preferences and needs.
- Processing transactions and fulfilling orders made through our website or application.
- Sending promotional emails, newsletters, and other marketing communications to users who have opted in to receive such messages.
- Analyzing user behavior and preferences to improve our products and services.
- Displaying targeted advertisements based on users' interests and online activities.

### **3. Disclosure of Information**

We may share personal information with third-party service providers, business partners, or affiliates who assist us in providing the Service or conducting our business operations. We may also disclose personal information when required by law or in response to legal process.

### **4. Tracking Technologies**

We use digital analytics software, such as Google Analytics, to track and analyze user interactions with our website and application. We also use tracking technologies for advertising

purposes, including the Facebook pixel for retargeting.

## 5. Social Media Integration

Our Service may integrate with social media platforms, such as Facebook, Twitter, Google, GitHub, and LinkedIn, for authentication and other purposes as specified. Users may choose to connect their social media accounts to our Service for a more personalized experience.

## 6. Children's Privacy

Our Service is not directed to children under the age of 13, and we do not knowingly collect personal information from children under this age. If you believe that we have inadvertently collected personal information from a child under 13, please contact us immediately.

## 7. Contact Us

Users can contact us through the following means:

- email: [info@shop-point.store](mailto:info@shop-point.store)
- visiting a page on our website: [shop-point.store](http://shop-point.store)
- or by visiting our physical address at ShopPoint Company Limited transformer Street, after Tinacious Edepie Yenagoa, Bayelsa State, Nigeria.

## 8. Additional Services

Our Service may utilize additional features or services, such as geolocation, contacts, camera access, and photo gallery access, as necessary to provide certain functionalities.

Users may be prompted to grant permission for these services when using our Service.

## 9. Online Payments

Users can make purchases and complete payments through our website or application using secure online payment processing services.

## 10. Data Retention

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

## 11. Data Security

At shoppoint, we place the utmost importance on the security and protection of your data. We are committed to maintaining the confidentiality, integrity, and availability of your personal

information through stringent security measures and protocols.

### **User Responsibility:**

While we employ industry-leading security measures, safeguarding your data is a shared responsibility. We urge all users to take proactive steps to enhance the security of their accounts:

- **Secure Credentials:** Refrain from sharing your account credentials, including passwords, emails, or verification codes, with anyone. It is imperative to keep this information confidential to prevent unauthorized access. At ShopPoint, we take the security of your account and personal information seriously. We employ industry-standard security measures to protect your data from unauthorized access, misuse, or alteration. However, it's essential for users to play their part in safeguarding their accounts. We urge you not to share your account credentials, including passwords, with anyone, including ShopPoint staff. Remember, ShopPoint employees will never ask you to provide sensitive information like account passwords or verification codes via email or phone for any reason. If you receive such a request, please report it to us immediately.
- **Utilize Two-Factor Authentication:** Enhance your account security by enabling two-factor authentication. This additional layer of protection helps mitigate the risk of unauthorized access, even if your password is compromised.
- **Exercise Vigilance:** Remain vigilant against suspicious activities or requests for sensitive information. Should you encounter any unexpected or unsolicited communications, refrain from disclosing personal or account details and promptly report the incident to us.
- **Regular Password Updates:** Routinely update your password to bolster the security of your account. Select strong, unique passwords that are difficult to decipher, and avoid reusing passwords across multiple platforms.
- **Device Security:** Ensure that the devices used to access our services are equipped with up-to-date security software and are free from malware or viruses.
- **Email Verification:** When communicating with our users via email, it's important to verify the authenticity of the messages you receive. Always ensure that any email purportedly from ShopPoint has the correct website extension [Shop-point.store](https://shop-point.store). Be cautious of phishing attempts, where malicious actors may attempt to impersonate ShopPoint to obtain your personal information. If you receive suspicious emails or believe you've been targeted by a phishing attempt, please report it to our dedicated email [info@shop-point.store](mailto:info@shop-point.store). We appreciate your vigilance in helping us maintain a secure environment for all our users.

### **Reporting Unauthorized Access:**

If you suspect unauthorized access to your account or detect any irregular activity, it is

imperative to take immediate action. Please notify our support team promptly so that we can investigate the matter thoroughly and implement appropriate measures to safeguard your account.

At Shoppoint, your privacy and security are paramount, and we are steadfast in our commitment to providing you with the highest level of protection. By collaborating together, we can foster a secure online environment for all users.

## **12. International Data Transfers**

Personal information collected through our Service may be stored and processed in any country where we or our service providers operate. By using the Service, you consent to the transfer of information to countries outside of your country of residence, which may have different data protection laws than your jurisdiction.

## **13. User Choices and Control**

Users may have the option to manage their preferences regarding the collection, use, and disclosure of their personal information. This may include opting out of receiving marketing communications, adjusting cookie settings, or updating account information.

## **14. Third-Party Links and Services**

Our Service may contain links to third-party websites or services that are not owned or controlled by ShopPoint. We are not responsible for the privacy practices or content of these third-party sites. We encourage users to review the privacy policies of any third-party sites they visit.

## **15. Consent to Privacy Policy**

By using the Service, you consent to the collection, use, and disclosure of personal information as described in this Privacy Policy.

## **16. Governing Law**

This Privacy Policy is governed by and construed in accordance with the laws of Nigeria. Any disputes arising from this Privacy Policy shall be subject to the exclusive jurisdiction of the courts in Nigeria.

## **17. Entire Agreement**

This Privacy Policy constitutes the entire agreement between you and ShopPoint Company Limited regarding the collection, use, and disclosure of personal information through our Service.

## 18. Vendor Agreement

ShopPoint Company Limited allows vendors to sell their products on the ShopPoint app, subject to compliance with our Terms and Conditions. By using the ShopPoint app as a vendor, you agree to adhere to the terms outlined in our Vendor Agreement, which include but are not limited to:

- Compliance with ShopPoint's Terms and Conditions: Vendors must abide by the terms and conditions set forth by ShopPoint Company Limited, including those related to data protection, privacy, and user rights.
- Product Listings and Descriptions: Vendors are responsible for accurately describing their products and ensuring that product listings comply with ShopPoint's guidelines and policies.
- Payment Processing: Vendors agree to use ShopPoint's designated payment processing system for transactions conducted through the app, in accordance with ShopPoint's payment terms and policies.
- Customer Communication: Vendors must communicate with customers in a professional and timely manner, addressing inquiries, concerns, and issues related to their products or services.
- Compliance with App Policies: Vendors shall not engage in any activities that violate ShopPoint's app policies, including but not limited to spamming, fraudulent behavior, or unauthorized use of intellectual property.
- Data Protection and Security: Vendors are required to handle customer data and personal information in accordance with ShopPoint's Privacy Policy and applicable data protection laws.

By using the ShopPoint app as a vendor, you acknowledge and agree to abide by these terms and conditions. Failure to comply with these provisions may result in suspension or termination of your vendor account and access to the ShopPoint platform.

For more information about our Vendor Agreement and policies, please contact us at [info@shop-point.store](mailto:info@shop-point.store) and [shop-point.store](http://shop-point.store)

## 19. User Preference for Data Sale:

As a user of the Shoppoint shopping application, you have the option to specify whether you consent to the sale of your data to third parties. Your privacy is important to us, and we respect

your choices regarding the use of your personal information. Please indicate your preference below:

I consent to the sale of my data to third parties.

I do not consent to the sale of my data to third parties.

Your selection will govern how we handle your data in accordance with our privacy policy.

## 20. Data Deletion and User Inactivity Management.

We respectfully ask users to indicate their preference for data deletion:

Soft Deletion (Your data will be retained for a specified period before permanent deletion)

Hard Deletion (Your data will be immediately and irreversibly removed from our systems)

Additionally, please confirm whether you agree to the removal of inactive users after a period of 9 months:

Yes, I agree to the removal of inactive users after 9 months of inactivity.

No, I do not agree to the removal of inactive users after 9 months of inactivity.

## 21. Updates to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We encourage users to review this Privacy Policy periodically for any updates or changes.

If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact us at [info@shop-point.store](mailto:info@shop-point.store)

This Privacy Policy is effective as of the date indicated above.

[Signature]