

Privacy Policy

Last Updated: May 21, 2026

Effective: May 21, 2026

Jurisdiction: Federal Republic of Nigeria

1. Introduction & Scope

At **NaviaRide Tech Limited** ("NaviaRide", "we", "us", or "our"), we value your trust and are dedicated to protecting your privacy. This Privacy Policy outlines our practices regarding the collection, use, and disclosure of your information when you use our mobile application, website, and related services (collectively, the "Platform").

This Policy applies to all users of our services, including passengers, drivers, and visitors. By using the Platform, you agree to the collection and use of information in accordance with this Policy.

We have designed this document to be transparent and compliant with the **Nigeria Data Protection Act (NDPA) 2023** and other applicable data protection regulations. Under the NDPA 2023, NaviaRide acts as the **Data Controller** for the personal information processed through our platform.

2. Definitions

Personal Data: Any information relating to an identified or identifiable natural person, including name, identification number, location data, or online identifier.

Data Subject: Any living individual who is the subject of personal data and who is using our Platform.

Processing: Any operation performed on personal data, including collection, recording, organisation, storage, adaptation, retrieval, use, disclosure, alignment, restriction, erasure, or destruction.

Data Controller: The legal person which, alone or jointly with others, determines the purposes and means of the processing of personal data — in this case, NaviaRide Tech Limited.

3. Detailed Information Collection

A. Personal Identification Information

- **Registration Data:** Full name, date of birth, gender, nationality, and profile photograph.
- **Contact Data:** Email address, physical address, and verified mobile phone number.
- **Government Identifiers:** National Identification Number (NIN), Bank Verification Number (BVN), and Driver's Licence numbers (for Drivers). These are processed specifically for identity verification, fraud prevention, and compliance with Nigerian law.
- **Emergency Contacts:** Name and contact details of individuals you designate; accessed only in critical safety situations.

B. Vehicle & Professional Data (Drivers Only)

- **Vehicle Details:** Make, model, year, colour, licence plate number, and high-resolution images of the vehicle.
- **Compliance Documents:** Vehicle insurance policies, roadworthiness certificates, and required commercial permits.
- **Driving History:** Professional driving experience and any relevant background checks performed by third-party verification partners.

C. Automated & Technical Data

- **Precise Geolocation:** Real-time GPS coordinates for ride matching, navigation, and safety monitoring. This may include background location if permitted by your device settings.
- **Log Data:** IP addresses, browser types, referral URLs, pages visited, and timestamps of interactions.
- **Device Info:** Unique device identifiers (IMEI/UUID), mobile network provider, hardware model, and operating system version.
- **Usage Patterns:** Feature usage analytics and technical crash reports via internal tools and third-party services.

D. Transactional & Financial Data

- **Payment Metadata:** Transaction IDs, amount charged, currency, and payment method types (via **Paystack**). We do not store full card numbers.
- **Ride History:** Comprehensive records of every trip, including pickup/drop-off addresses, distance, duration, and fare breakdown.

4. Comprehensive Purposes of Processing

OPERATIONAL EXCELLENCE

To provide the core carpooling experience, including route optimisation, fare calculation, and seamless communication between drivers and passengers.

SAFETY & INTEGRITY

To maintain a safe community through identity verification, vehicle inspections, and monitoring for suspicious activity. Location data enables real-time trip sharing with emergency contacts.

REGULATORY COMPLIANCE

To comply with Nigerian law. This includes maintaining financial records for FIRS tax audits and conducting KYC checks to prevent financial crimes monitored by the EFCC.

PLATFORM ENHANCEMENT

To perform data analysis and research. We aggregate user feedback and technical logs to fix bugs, design new features, and personalise your experience.

5. Cookies & Advanced Tracking

NaviaRide uses cookies and similar tracking technologies to enhance your digital experience and collect usage metrics.

Essential & Functional Cookies

Strictly necessary for the operation of our website and app. They enable page navigation, secure area access, and session management.

Analytics & Performance Cookies

We use **Vercel Analytics** and **Google Analytics** to collect information about how visitors use our site to ensure users find what they need easily.

Marketing & Targeting Cookies

Used to deliver relevant advertisements and measure the effectiveness of advertising campaigns. You may decline these cookies via your browser settings; doing so may limit certain Platform features.

6. Data Sharing & Third-Party Disclosures

We maintain a strict policy against selling your personal data. However, sharing is necessary for service delivery and legal compliance:

- **User Interoperability:** When you request or accept a ride, we share your first name, rating, and location with the other party.
- **Trusted Service Providers:** Cloud hosting (AWS/Google Cloud), identity verification (**YouVerify**), and payment processing (**Paystack**). Each partner is bound by confidentiality agreements.
- **Law Enforcement & Public Safety:** We will disclose your data to relevant Nigerian authorities (including the Police, EFCC, and State Security Services) only when presented with a valid legal warrant or in extreme cases of public safety.
- **Regulatory Bodies:** We share transactional records with the **Federal Inland Revenue Service (FIRS)** to ensure proper tax reporting.
- **Corporate Restructuring:** If NaviaRide is involved in a merger, acquisition, or asset sale, your personal data may be transferred with prior notice.

7. Data Retention & Archiving

We retain personal data only for as long as it is necessary for the purposes set out in this Privacy Policy.

Account Lifecycle

Retained for the duration of your active account. Upon closure, archived for 2 years to resolve any pending disputes.

Financial Compliance

All transactional data and invoices are retained for exactly 7 years for FIRS audits, as required by Nigerian tax law.

Safety Records

Identity verification logs and driver background checks are kept for 5 years after account termination to assist law enforcement if needed.

Technical Logs

Server logs and technical diagnostic data are typically anonymised or purged within 180 days of collection.

8. Data Security & Technical Protection

NaviaRide employs industry-standard technical and organisational measures to protect your personal data against unauthorised access, loss, or alteration:

- **Encryption:** All data in transit is protected using TLS/SSL. Sensitive data at rest (like NIN or BVN) is encrypted using AES-256 standards.
- **Access Control:** Strict Role-Based Access Control (RBAC). Only authorised employees with a legitimate business "need to know" can access user information.
- **Security Audits:** Periodic internal and external security audits and vulnerability scans to identify and remediate potential threats.
- **Anonymisation:** Data masking and anonymisation techniques are used for analytics and platform improvement research wherever possible.

Data Breach Notice: While we strive for perfect security, no system is infallible. We have established an Incident Response Plan and will notify you and the relevant regulatory authorities as required by the NDPA 2023.

9. Your Rights as a Data Subject

As a Data Subject under the Nigeria Data Protection Act, you possess the following rights that we fully respect and facilitate:

01 Right to Access & Portability

You can request a digital copy of all personal data we hold about you, and request that we transfer it to another service provider in a machine-readable format.

02 Right to Rectification

If your data is inaccurate, outdated, or incomplete, you can update it via your profile settings or by contacting our support team.

03 Right to Erasure (Deletion)

You can request the permanent deletion of your account and associated data. Note that we may be legally required to retain certain information (like tax records) even after a deletion request.

04 Right to Object & Restrict

You have the right to object to our processing of your data for direct marketing or restrict processing while we investigate a dispute.

To exercise any of these rights, please email privacy@naviaride.space with the subject line "Data Rights Request". We may need to verify your identity before processing your request.

10. International Data Transfers

NaviaRide uses cloud infrastructure that may be located outside the Federal Republic of Nigeria (e.g., in the US or EU). When we transfer your data across borders, we ensure that the destination country provides an adequate level of data protection or that we have implemented appropriate safeguards, such as Standard Contractual Clauses (SCCs), to protect your privacy rights.

11. Children's Privacy Protection

Our Platform is strictly intended for individuals aged **18 years and older**. We do not knowingly collect personal data from children under 18. If you are a parent or guardian and believe your child has provided us with personal data, please contact us immediately. If we discover that we have collected personal data from a minor without verification of parental consent, we will take immediate steps to remove that information from our servers.

12. Changes to this Policy

We may update our Privacy Policy periodically to reflect changes in our practices or the regulatory landscape. We will notify you of any material changes by posting the new Privacy Policy on this page and updating the "Last updated" date at the top. We encourage you to review this Policy frequently to stay informed about how we are protecting your information.

13. Legal Contact & Complaints

If you have concerns about our data practices or wish to lodge a formal complaint, please contact our Legal Department. You also have the right to lodge a complaint with the **Nigeria Data Protection Commission (NDPC)** if you believe your rights have been violated.

Office Address

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Privacy Inquiries

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