

# Privacy Policy

## Who we are;

We are 9jachores Internet Solutions, a subsidiary of Afriken Glowtrend Nigeria Limited a company registered in Nigeria with the company registration number (1320768). Please read this notice carefully before you use our app or website or order 9jachores services from us or otherwise interact with us in the course of business. If you have any questions by emailing us at (support@9jachores.com).

## Scope of this notice

We at 9jachores respect your privacy and are committed to protecting your personal data. This privacy notice tells you about how we look after your personal data when you visit our website (www.9jachores.com) or use the 9jachores app or otherwise communicate with us and it tells you about your privacy rights and how the law protects you.

This website is not intended for people under 18 and we do not knowingly collect data relating to people under 18.

## What information do we collect?

If you register your details with us (via the app or website) or otherwise communicate with us, we will need to collect certain information in order to communicate with you and provide you with our services.

The types of information we collect are set out below:

## Types of data collected

1. Location data collected on our website
2. Location data collected through our app
3. Customer name, email, phone, home address, laundry delivery address, payment details
4. Your feedback about our services

5. Your permission to send you emails about our new services, business developments or special offers
6. Business contact name, role, email address, phone number, and address
7. The IP address, browser type, browsing actions and patterns, unique identifier and another website/app identifying information

### **Transfer of your personal information to third parties**

9jachores may employ the services of third parties to help in certain areas, such as laundry collection, cleaning and return of goods at/from our cleaning facilities, delivery and hosting of the website and app, payment brokers, IT maintenance and identity checking. In some cases, these third parties may receive your personal information. If you provide details of a credit or debit card for payment, 9jachores may use third parties to check the validity of the sort code, account number and card number you submit in order to prevent fraud.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law.

We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

### **Marketing communications**

Our product and service range can change anytime and 9jachores would like to keep you up to date with details of our new products and services using the information that you have supplied to us.

You will receive marketing communications from us only if:

- You have requested information from us or purchased our services and you have not opted out of receiving that marketing; or
- You have expressly consented to receiving that marketing.

To stop receiving messages from us, you can contact us or opt-out links on any marketing message sent to you.

## **Updating your information**

It is paramount that the personal data we hold about you is accurate and current. Please keep us informed anytime you change your personal data during your relationship with us. You may review, correct, update or change your personal information at any time by contacting us at (support@9jachores) or amending your account details on the App.

## **Security**

We know how important your personal data is, so we have put in place the best security measures to prevent your personal data from being accidentally lost, accessed in an unauthorized way or used, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

## **Do we use 'cookies'?**

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. For instance, we use cookies to help us remember and process the items in your shopping cart. They are also used to help us understand your preferences based on previous or current site activity, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

## **We use cookies to:**

- Help remember and process the items in the shopping cart.
- Understand and save user's preferences for future visits.
- Keep track of advertisements.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser (like Internet Explorer) settings. Each browser is a little different, so look at your browser's Help menu to learn the correct way

to modify your cookies. If users disable cookies in their browser: If you disable cookies off, some features will be disabled It will turn off some of the features that make your site experience more efficient and some of our services will not function properly. However, you can still place orders on everything over the telephone.

### **Time limit to respond**

We try to respond to all legitimate requests within 24hours. Occasionally it may take us longer than 24hours if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

### **Changes to our privacy policy**

If our privacy policy changes in any way, 9jachores will place an updated version of the policy on this page. Regularly reviewing this page ensures that you are always aware of what information we collect, how 9jachores uses it and under what circumstances if any, we will share it with other parties.

### **Contacting Us**

If there are any questions regarding this privacy policy you may contact us using the information below.

[www.9jachores.com](http://www.9jachores.com)  
[support@9jachores.com](mailto:support@9jachores.com)