

Eziplug Privacy Policy

This Privacy Policy (the “Policy”) represents the policy of VYCKZ EJ GLOBAL (RC: 3592966), a company incorporated under the laws of Nigeria (hereinafter referred to as “Eziplug”, “Company”, “we”, “us”, or “our”), regarding the collection, use, disclosure, and management of personal data.

1. Introduction

This Policy applies to all visitors of our website, users of our mobile application, and clients who enroll in our services (collectively referred to as “Users”). By accessing or using Eziplug’s services, you consent to the practices described in this Policy.

2. Data We Collect

Eziplug may collect personal identification information (name, date of birth, email, address, phone number), government-issued IDs (NIN, BVN, passport), financial information, device information, IP address, location data, transaction records, and communications data. Additional information such as savings preferences and transaction history may also be collected when Users use our Saving Products feature.

3. Children’s Data

Eziplug does not knowingly collect information from persons under 18 years of age. If such data is discovered, it will be deleted immediately.

4. How We Use Data

We use collected data to provide services, ensure security, verify identity (KYC/AML), process transactions, enhance user experience, conduct research, send communications, and comply with legal obligations. For Saving Products, data may also be used to calculate interest, track deposits, and enable withdrawals.

5. Sharing of Data

Eziplug does not sell user data. We may share information with regulators, legal authorities, and third-party service providers (such as payment processors and identity verification providers) strictly to enable service delivery or meet legal requirements.

6. Data Security

We implement strong security measures including encryption, access controls, and monitoring to safeguard your data. However, no system is completely secure, and users are advised to keep their account credentials confidential.

7. Your Rights

Users have the right to access, correct, or delete personal information held by Eziplug, subject to legal and regulatory limitations.

8. Contact

For questions or concerns, please contact us at: support@eziplug.ng