

Privacy Policy

GOFAST USER DATA POLICY

Effective Date: September 2nd, 2019

1. OVERVIEW

This Privacy statement shows how Gofast may collect, retain, process, share and transfer your personal data when you use our mobile applications and visit our sites or use our services. This privacy policy applies to your Data when you use our applications or visit our sites, we do not control other websites that you may visit even as our user.

Duly registered in Nigeria, we comply with data protection and financial regulatory requirements. This Privacy Statement is designed to help you obtain information about our privacy statement and to help you understand your privacy choices when you use our services.

Please do not hesitate to contact us if you have questions about our privacy statements that are not defined in this privacy policy.

2. USER PRIVACY RIGHTS

This Privacy statement shows how Gofast may collect, store, process, share and transfer your personal data when you use our mobile applications and visit our sites or use our services.

It applies to the Gofast mobile applications, websites, services and all related sites.

3. PRIVACY POLICY SCOPE

As a user, you accept this Privacy Policy when you register to use our mobile applications, services, technologies and features on our site. Gofast is committed to providing a safe and secure channel for its users, offering hard to get, top of the line currency transfer platform.

We may amend this Privacy Policy at any time. The new released statement will become effective as of the published date. Furthermore, We advise our users to periodically check our Policy Policy page of our website. In the future, any personal information collected shall be treated in accordance with the privacy policy in effect at the time information is collected.

4. AGE DISCLAIMER

We do not knowingly collect personal information from anyone under the age of 18. If anyone is UNDER THE AGE OF 18, you may not register an account, make a transaction or provide us with your personal information. If we become aware of a user who is under the age of 18, we will immediately cancel the account and delete all personal information from our system.

5. COLLECTING PERSONAL INFORMATION

We collect the following types of personal information in order to provide better services in the use of Gofast products and to help us improve your experience.

5.1 Requested information

We may collect and retain any information you provide us when you use Gofast mobile applications, websites and our other services like updating your account information, dialogue in our service profile community platform or when you request for enquiry and submit with us your personal data. We also collect these following types of information:

5.2 Personal information

We may collect and retain any information you provide us when you use Gofast mobile applications, websites and our other services such as your name, phone number, Identity Card, email and other similar information.

5.3 Financial information

When you use our services our payment gateway provider, Flutterwave(see their user data policy on their site - <https://flutterwave.com/ng/privacy-policy/>) collect and retain information such as bank account numbers and/or credit card numbers that you link to your Gofast account or give us when you use Gofast Services. To improve our services and staff training purposes Gofast may monitor or record its telephone conversations with you. By communicating with Gofast, you give consent to the recording, monitoring and usage of your conversation with us.

5.4 Third Party Sources

We may also obtain information about you from third parties such as financial regulatory body and identity verification services. However, the information we may receive varies by site and is controlled by that site. By associating a third party account managed by a third party with your Gofast account and authorizing Gofast to have access to this information, you agree that Gofast may collect, store and use this information in accordance with this Privacy Policy.

5.5 Authentication and Fraud Detection

In order to help protect and prevent you from fraud and misuse of your personal information, we may collect information about you and your interactions with Gofast.

5.6 Other Information

When you use Gofast, we collect information sent to us by your devices such as computers, mobile phones or other access device. We also collect anonymous information through our use of cookies.

6. USING PERSONAL INFORMATION

Gofast collects personal information in order to provide users with improved and personalized experience. The information collected may also be used to: process transactions and send notifications about your transactions; verify your identity, including during account creation and password reset processes; resolve disputes and troubleshoot problems, detect, prevent illegal activities; manage and protect our information technology infrastructure; provide targeted marketing, coupons, discounts and promotions and provide service update notices, and deliver promotional offers. Contact you by placing a voice call or through text (SMS) or email messaging; perform creditworthiness checks, and compare information for accuracy and verify it with third parties, also to notify you regarding your account, to troubleshoot problems with your account.

7. MARKETING

We do not sell or rent your personal information to third parties for their marketing purposes without your explicit consent. We may combine your information with information we collect from other companies and use it to improve and personalize our services.

8. THE USE OF COOKIES

Advertising: These cookies tell us which of our features interest you most. We use this info to show you promotions and offers that make sense for you, and we may share it with our partners so they can provide you with relevant info from PayPal, too. If you opt out, you're less likely to see promotions and offers that interest you.

Essential, Functional, and Performance

These help us provide more secure transactions and faster checkout. Some help us remember things like your preferred language. And others help us learn how you use Gofast so we can tailor your experience on our site and in the emails you receive.

Users can freely decline our Cookies if the web browser or browser add-on permits, unless our Cookies are required to prevent fraud or ensure the security of websites we control. However, declining our Cookies may interfere with your use of our websites.

9. SECURING AND STORAGE OF PERSONAL INFORMATION

We protect your information using physical, technical, and administrative security measures to reduce the risks of loss, misuse, unauthorized access, disclosure and alteration. Some of the safeguards we use are firewalls and data encryption, physical access controls to our data centres, and information access authorization controls.

11.SHARING PERSONAL INFORMATION WITH THIRD PARTIES

We may share your personal information with:

- ☐ Financial institutions that we partner with to jointly create and offer a services. These financial institutions may only use this information to market Gofast related products, unless you have given consent for other uses.
- ☐ Banking partners as required by credit/debit card association rules for inclusion on their list of terminated merchants.
- ☐ Law enforcement, government officials, or other third parties pursuant to a subpoena, court order, or other legal process or requirement applicable to Gofast or one of its affiliates; when we need to do so to comply with law or credit/debit card rules; or when we believe, in our sole discretion, that the disclosure of personal information is necessary to prevent physical harm or financial loss, to report suspected illegal activity or to investigate violations of our User Agreement.
- ☐ Other third parties with your consent or direction to do so.

12. INTERNATIONAL TRANSFERS OF PERSONAL INFORMATION

Gofast will ensure your personal information is protected regardless of where the data resides and to providing appropriate protection for your personal information where such data is transferred across borders, including outside of Nigeria.

13. CONTACT US AND POLICY CHANGES

If you have questions or concerns regarding this Privacy Policy, or you need information concerning your Personal Information, you should contact us by sending a mail to support@gofast.com.ng

Finally, we may contact you as necessary to enforce our policies, applicable law, or any agreement we may have with you. Where applicable and permitted by law, you may decline to receive certain communications.

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