

Data Privacy Policy for Abitto Ferry Services

Effective Date: 1st June 2024.

At Abitto Ferry Services, we value the privacy of our customers and are committed to protecting your personal information. This Data Privacy Policy explains how we collect, use, store, and protect your personal data when you use our services, website, or mobile applications.

1. Data Collection

- **Personal Information:** We collect personal information that you voluntarily provide when booking tickets, signing up for newsletters, or contacting customer service. This may include your name, email address, phone number, payment details, and any other information necessary for providing our services.
- **Automatic Data Collection:** We may automatically collect certain data when you interact with our website or mobile app, including your IP address, browser type, operating system, and browsing behavior. This information helps us improve our services and provide a better user experience.
- **Cookies and Tracking Technologies:** We use cookies and similar tracking technologies to enhance your experience on our website. Cookies allow us to recognize your device, personalize content, and analyze site traffic. You can manage your cookie preferences through your browser settings.

2. Use of Personal Data

- **Service Provision:** We use your personal information to process ticket bookings, manage your account, and provide customer support. This includes sending you booking confirmations, reminders, and important service-related updates.
- **Marketing and Communication:** With your consent, we may use your personal data to send you promotional offers, newsletters, and updates about our services. You can opt out of marketing communications at any time by following the unsubscribe instructions in the emails or by contacting us directly.
- **Analytics and Improvements:** We use the data collected to analyze how our services are used, identify trends, and make improvements to our website, mobile app, and overall service offering.
- **Legal Compliance:** We may process your personal data to comply with legal obligations, respond to legal claims, or enforce our Terms and Conditions.

3. Data Sharing and Disclosure

- **Third-Party Service Providers:** We may share your personal data with trusted third-party service providers who assist us in operating our business, such as payment processors, IT service providers, and marketing agencies. These providers are contractually obligated to protect your data and use it only for the purposes specified by us.
- **Legal Requirements:** We may disclose your personal information if required by law, court order, or government request, or if we believe it is necessary to protect our rights, property, or the safety of our customers and the public.
- **Business Transfers:** In the event of a merger, acquisition, or sale of our company, your personal data may be transferred to the new owners or partners as part of the business assets.

4. Data Security

We take the security of your personal data seriously and implement appropriate technical and organizational measures to protect it against unauthorized access, disclosure, alteration, or destruction. These measures include encryption, access controls, and secure storage solutions.

5. Data Retention

We retain your personal data for as long as necessary to fulfill the purposes outlined in this policy, including legal, accounting, or reporting requirements. When your data is no longer needed, we will securely delete or anonymize it.

6. Your Rights

You have the following rights concerning your personal data:

- **Access:** You have the right to request access to the personal data we hold about you.
- **Correction:** You can request that we correct any inaccurate or incomplete personal data.
- **Deletion:** You have the right to request the deletion of your personal data, subject to legal and contractual obligations.
- **Objection:** You can object to the processing of your personal data for certain purposes, such as direct marketing.
- **Data Portability:** You have the right to request the transfer of your data to another service provider.

To exercise any of these rights, please contact us at abittoglobalserviceslimited@gmail.com.

7. Changes to This Policy

We may update this Data Privacy Policy from time to time to reflect changes in our practices, legal requirements, or other factors. We will notify you of any significant changes by posting the updated policy on our website and, if applicable, via email. Please review this policy periodically to stay informed about how we protect your data.

8. Contact Information

If you have any questions or concerns about this Data Privacy Policy or how we handle your personal data, please contact our Data Protection Officer at:

- **Email:** abittoglobalserviceslimited@gmail.com
- **Phone:** +2347075206333
- **Mailing Address:** Marina Resort Calabar, Cross River State

Company solicitors



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