

## **TUNSE Privacy Policy**

**Effective Date:** [October 11, 2024]

At **TUNSE Integrated Services Limited** (“Tunse,” “we,” “us,” or “our”), we are committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our platform, which connects customers with artisans, semi-skilled workers, and vendors through our mobile application and website.

Please read this Privacy Policy carefully to understand our views and practices regarding your personal data and how we will treat it. By accessing or using the Tunse platform, you consent to the collection and use of your information as described in this policy.

### **1. Information We Collect**

We collect information from you when you register on our platform, interact with artisans and vendors, or use our services. The types of information we collect include:

#### **1.1 Personal Information**

- **Name**
- **Email address**
- **Phone number**
- **Billing and shipping addresses**
- **Payment information (credit card, debit card details)**

#### **1.2 Profile Information**

- **Username**
- **Profile picture** (if provided)
- **Job or service preferences**
- **Reviews and feedback**

#### **1.3 Service Use Information**

- **Service requests and transaction history**
- **Location data** (if you enable location services)
- **Communication with service providers (T-workers)**

#### **1.4 Device Information**

- **IP address**
- **Browser type**
- **Operating system**

- **Device identifiers**

## **2. How We Use Your Information**

We use your information to provide, operate, and improve our services, as well as for the following purposes:

### **2.1 To Facilitate Transactions**

- Matching customers with artisans and vendors based on service requests.
- Processing payments and refunds.

### **2.2 Communication**

- To send you service-related notifications, such as job confirmations, updates, and support messages.
- To send promotional content, newsletters, or special offers (you may opt out of these communications).

### **2.3 Improving Our Services**

- Analyzing how users interact with the platform to improve user experience.
- Conducting research and surveys to understand user satisfaction.

### **2.4 Safety and Security**

- To monitor for fraud, abuse, or illegal activities.
- To ensure compliance with our terms of service.

### **2.5 Legal and Regulatory Obligations**

- To comply with legal obligations, such as tax, audit, and reporting requirements.

## **3. How We Share Your Information**

We do not sell or rent your personal information. However, we may share your information under the following circumstances:

### **3.1 With Artisans (T-workers) and Vendors**

- When you request a service, your name, service request details, and contact information are shared with the relevant T-worker or vendor to complete the transaction.

### **3.2 Service Providers**

- We may share your information with third-party service providers who assist us in providing our services (e.g., payment processors, hosting services, customer support).

### **3.3 Business Transfers**

- If Tunse is involved in a merger, acquisition, or asset sale, your personal data may be transferred. We will notify you before your personal data is transferred and becomes subject to a different privacy policy.

### **3.4 Legal Requirements**

- We may disclose your information if required by law or if we believe such action is necessary to:
  - Comply with a legal obligation.
  - Protect the rights, property, or safety of Tunse, our users, or others.

## **4. How We Protect Your Information**

We implement appropriate technical and organizational measures to protect your personal data against unauthorized access, alteration, disclosure, or destruction. These include:

- **Encryption of sensitive data** such as payment information.
- **Access control measures** to limit access to your personal data to authorized personnel.
- **Regular security audits** and updates to our systems.

However, please note that no transmission of data over the internet is guaranteed to be completely secure. While we strive to protect your personal data, we cannot guarantee the security of any information transmitted through our platform.

## **5. Your Data Rights**

You have certain rights regarding your personal data, subject to applicable law:

### **5.1 Access and Correction**

- You have the right to access and update your personal data stored on our platform. You can do this by logging into your account or contacting our support team.

### **5.2 Deletion**

- You may request that we delete your personal data, except when we are required to retain it for legal purposes.

### **5.3 Data Portability**

- You may request a copy of the personal data we have collected from you in a structured, machine-readable format.

### **5.4 Opt-Out of Marketing**

- You may opt-out of receiving promotional emails by following the unsubscribe instructions in those emails or adjusting your account settings.

## **6. Children's Privacy**

Tunse is not intended for use by children under the age of 13. We do not knowingly collect personal data from children under 13. If we become aware that we have collected personal data from a child under the age of 13 without verification of parental consent, we will delete that information.

## **7. Third-Party Links**

Our platform may contain links to third-party websites or services. This Privacy Policy does not apply to those third-party websites or services, and we encourage you to review their respective privacy policies.

### **7.1 Third-Party Payment Processor**

- We use Paystack to process all financial transactions made through the Tunse platform. When you make or receive a payment, your information — including name, email, payment details, and transaction history — may be shared with Paystack in accordance with their privacy policy.
- Tunse does not collect or store your credit card or bank account information directly. We ensure all payment data is transmitted securely via encrypted channels.
- To learn more about how Paystack handles your data, please visit [\[https://paystack.com/terms\]](https://paystack.com/terms)(<https://paystack.com/terms>) and [\[https://paystack.com/privacy\]](https://paystack.com/privacy)(<https://paystack.com/privacy>).

## **8. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes to our practices or for other operational, legal, or regulatory reasons. If we make material changes, we will notify you through email or prominent notice on the platform.

## **9. Contact Us**

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

- **Email:** [\[admin@tunseinc.com\]](mailto:admin@tunseinc.com)