



TECHNOTREND PLATFORM

NIGERIA LIMITED

PRIVACY POLICY



Privacy Policy

This Privacy Policy Statement sets out how TechnoTrend Platforms Nigeria Limited collect, store and handle personal information. We respect the privacy of our consumers information, any consumer information collected from users is done in accordance with strict procedures and laws of the Federal Republic of Nigeria.

We only keep information for as long as we are either required to by law or as is relevant for the purposes for which it was collected

What we collect

We may collect the following information:

- Name
- Phone number
- address
- Email address

What we do with the information we gather

- For user security
- For billing purpose
- To facilitate order processing
- User communication
- For product development

Length of information storage: Legal and procedural necessity may require our keeping user information but in all cases, user information is not kept for longer than absolutely necessary

Changes to Privacy Policy: From time to time Privacy policy may change to suit current policy and practice.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.



Opt-in and Opt-out Policy

In respect to any of our services at TechnoTrend Platforms Nigeria Limited any Customer can both opt into our services afresh as well as opt out of our services where grossly dissatisfied.

If customer is unsatisfied with our services for whatever reasons (with or without recourse to our consumer complaints resolution mechanism), such customer may opt out of our services provided he/she has no outstanding payment obligations to be fulfilled.

Where there is a pending dispute in regards to such services, package(s) and/or payments obligations and a customer seeks to exercise opting-out rights, such aggrieved customer shall exhaust the resolution mechanism

NOTE: No additional charge in form of credit management or interest will accrue while the dispute is being resolved.

SAMPLE:

Subscription:

Step 1: Subscriber sends **EALERT** to **8850**

Response: 'welcome to E-Alert service. To confirm your subscription reply yes @ N150 for a week"

Step 2: Subscriber replies with **Yes** to **8850**

Response: Thank you for subscribing to Ealert service. You can now register 10 of your family and friends' number by dialling *8850*1*number#. For help send EALERT HELP to 8850.To unsubscribe, send EALERT STOP to 8850. Z

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Unsubscription:

Step 1: Subscriber sends **EALERT STOP** to **8850**.

Response: "You have been unsubscribed from the Ealert service. To re-subscriber, send EALERT to 8850"

Service renewal would be in accordance with CSD rules.



Policy on subscription

TPNL adheres strictly to the following guidelines and strictly to the guidelines set by service providers.

We monitor subscriber's queries and complaints received in relation to content. In the instance that complaints received indicate a contrary term to the condition specified, TPNL we immediately institute procedures that will take the form of either.

1. Informing of the complaints and requiring action or correction
2. Taking the service down with immediate effect.

2.0 TPNL Rules

- 2.0.1 Be lawful
- 2.0.2 Be licensed (As Applicable)
- 2.0.3 Comply with Carrier Partner's license
- 2.0.4 Be accurate
- 2.0.5 Not be misleading
- 2.0.6 Not be Unsolicited. Notification of consent is required. TPNL will store the consent confirmation log with the following details (**Time, Date and MSISDN**)
- 2.0.7 Not Bring the Network partner into disrepute
- 2.0.8 Not by generally prevailing standards of decency, be offensive

A service that is a prank in nature shall also comply with the following rules:

- 2.0.9 Subscribers must be aware, at the time of receiving the message that the service is prank.
- 2.0.10 Subscribers receiving prank messages should not incur any costs
- 2.0.11 Subscribers receiving prank messages must not be enticed to make additional calls or send SMS.
- 2.0.12 We will ensure that prank services are not spam in nature. Thus, the prank should have references to the party who initiated the services.



2.1 A service that is adult in nature shall farther comply with the following rules

- 2.1.1 The name of the company or person providing the service must appear in all advertising materials
- 2.1.2 The service must clearly identify the costs that will be incurred while using the service
- 2.1.3 Notification of consent is required. The consent confirmation log will detail the time, date and MSIDN
- 2.1.4 Any services that are highly sensitive in nature, may only be offered to a closer user group
- 2.1.5 TPNL will fully authenticate the subscriber through a registration process, thereby preventing unauthorized use of minors, consumers that have not been given consent and those who are inclined to be offended by the nature of the services
- 2.1.6 TPNL will be responsible for the authorization and access control to the services.



SAFE GUARD MEASURES TO STOP SEXUALLY SUGGESTIVE OR EXPLICIT MATERIAL

Our materials are prepared in line with the standard advertising codes from APCON as well as the Consumer Affairs departments of NCC.

We will filter and safe guard our customers subscriptions against all unwarranted messages in particular those containing sexual content and explicit material in compliance with NCC.

NCC COMPLIANCE

TechnoTrend Platform Nigeria Limited is committed to be fully compliant with all NCC regulations.

- We do not send messages to those whose numbers are on the DND list
- We only send messages and charge customers who have opted-in to our services and agreed to our terms and conditions
- No customer is charged without them sending the opt-in code to our short codes
- All explicit and sexual messages are filtered and censored by our automated system, designed to identify key words and phrases.