

Privacy Policy

Effective Date: 10th May 2025

Last Updated: 12th May 2025

Welcome to **Xpertify**. We respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your data when you use our website or app (collectively, the "Platform"), whether as a user seeking services or a registered service provider.

By accessing or using the Platform, you agree to the terms outlined in this Privacy Policy. If you do not agree, please do not use the Platform.

1. Information We Collect

We collect the following categories of information:

a. Personal Information You Provide

- Full name
- Email address
- Phone number
- Home or service address
- Payment information (processed securely via third-party services)
- Profile photo or ID (if required for verification)
- Service history and preferences

b. Automatically Collected Data

- IP address
- Device type, OS, and browser
- Pages visited and time spent on the platform
- Cookies and similar tracking technologies

c. Location Information

- If enabled, we may collect your device's location to provide relevant services (e.g., Airport Pickup or at-home services).

2. How We Use Your Information

We use the information we collect to:

- Create and manage your account
- Match users with relevant service providers
- Facilitate communication between users and providers
- Process transactions and payments securely
- Improve user experience and platform functionality
- Send important service updates or promotional offers
- Detect, prevent, and respond to fraud or abuse
- Comply with legal obligations

3. How We Share Your Information

We may share your information with:

- Service Providers: So they can fulfil your service request (e.g., your name, address, and contact info).
- Payment Processors: For secure handling of financial transactions.
- Third-Party Tools: For analytics, communications, or marketing (e.g., Google Analytics, Mailchimp).
- Law Enforcement or Legal Requests: If required by law or to protect our rights or others' safety.

- Business Transfers: If the platform is sold, merged, or acquired, your data may be part of that transaction.

We do not sell your personal data to third parties.

4. Data Security

We implement appropriate technical and organisational security measures to protect your personal information, including:

- Encryption of sensitive data
- Secure HTTPS protocol
- Restricted access to personal information
- Regular security audits

However, no method of transmission over the internet is 100% secure. We cannot guarantee absolute security.

5. Your Data Rights

Depending on your jurisdiction, you may have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your data ("Right to be Forgotten")
- Object to or restrict certain data uses
- Withdraw consent at any time

To exercise these rights, please contact us at alimalikula@shekinahsupport.com

6. Data Retention

We retain your personal information only for as long as necessary:

- To provide services you requested
- To comply with legal or regulatory obligations
- To resolve disputes and enforce our agreements

Inactive accounts may be deleted after a reasonable period.

7. Cookies and Tracking

We use cookies and similar technologies to:

- Keep you logged in
- Remember your preferences
- Analyse site usage
- Provide targeted offers

You can manage cookie preferences through your browser settings.

8. Children's Privacy

Our platform is not intended for children under 16. We do not knowingly collect personal data from minors. If we become aware of such data, we will delete it promptly.

9. International Users

If you access our platform from outside the UK or EU, your data may be transferred to and processed in countries with different data

protection laws. By using the platform, you consent to such transfers.

10. Updates to This Privacy Policy

We may update this Privacy Policy from time to time. The revised version will be posted on this page with a new "Effective Date." Continued use of the platform after changes means you accept the updated policy.

11. Contact Us

If you have any questions or concerns about this Privacy Policy or your data, please contact:

Shekinah Support

Email: alimalikula@shekinahsupport.com

Phone: 07412838181