

# PRIVACY POLICY FOR VERITASI HOMES AND PROPERTIES LTD MOBILE APPLICATION

## 1. INTRODUCTION

At Veritasi Homes and Properties Ltd (including all subsidiaries, collectively referred to as "Company," "we," "us," or "Veritasi"), your privacy is of utmost importance. This policy outlines how we collect, use, maintain, and disclose your personal information, as well as our commitment to protecting it. If you have any questions or concerns regarding this policy or your personal information, please contact us using the details provided in the "How to Contact Us" section.

## 2. SOURCES OF YOUR PERSONAL DATA

We collect personal data from the following sources (collectively referred to as "Platforms"):

- **Veritasi Homes Website:** Includes our main websites, microsites, and those operated under our own domains and web addresses, including those on third-party social media networks like Facebook, Twitter, or Instagram.
- **Electronic Communications:** Includes emails, text messaging services, and other electronic interactions between you and Veritasi Homes.
- **Veritasi Homes Mobile Applications:** Smartphone apps created and operated by Veritasi Homes or our partners.
- **Customer Service Communications:** Any interaction with our customer service center, including phone calls, chatbots, email, and WhatsApp.
- **Registration Forms:** Both online and offline forms, surveys, or questionnaires collected through events, contests, and promotions.
- **Advertising Interactions:** Information collected when you interact with our or our partners' advertisements.
- **Career Portal:** Information collected through our recruitment portal.
- **Data We Create:** Information generated when you use our services.
- **Data from Other Sources:** Includes data from social media networks, market research agencies, third-party sales agents, registered brokers, promotional partners, public sources, and data from company acquisitions.
- **Veritasi Homes Loyalty Program:** Information collected and processed when you register for our loyalty program.
- **Public Wi-Fi:** Usage data from Veritasi Homes public Wi-Fi networks at our registered offices.

This policy does not cover data collected through third-party websites or applications.

## 3. TYPES OF INFORMATION WE COLLECT AND HOW WE USE IT

### **3.1 Responding to Queries or Expressions of Interest**

We collect personal data such as your name, email address, phone number, nationality, and details of your enquiry to respond to your queries or expressions of interest. This information helps us find the right property for you and fulfil our contractual obligations. We also maintain records of communications, including call recordings, for quality assurance.

### **3.2 Sales Purchase Agreements**

To finalize property purchases, we collect personal data such as your name, passport, visa details, address, national ID, and contact information. This data is used to complete the sales process, including property registration, handover, and payment arrangements. We also perform security clearances as required by local laws.

### **3.3 Feedback and Complaints**

To address your feedback or complaints, we collect personal data such as your name, email ID, transaction details, and feedback/complaints. This helps us improve our services.

### **3.4 Personalizing Services and Offers**

We combine data about your interests and preferences to provide tailored experiences, such as notifications about events, personalized offers, and relevant advertising content.

### **3.5 Email Campaigns**

We track interactions with our emails (e.g., opens, clicks) to evaluate your interest in our services and to provide timely and relevant content.

### **3.6 Advertisements**

We use your personal information to tailor and display advertisements to you. Our partners may use cookies and other technologies to show you relevant ads based on your browsing activities.

### **3.7 Establishing Business Relationships**

We collect information such as your name, email ID, contact number, designation, and the company you represent to establish and maintain business relationships, share information about our services, and invite you to events.

### **3.8 Service Contracts**

We use personal information to facilitate tenancy contracts and service contracts, including security clearance for employees stationed at our facilities.

### **3.9 Commercial or Investment Relationships**

We collect data necessary for commercial or investment relationships, such as contact details and details related to your investments.

### **3.10 Legal Compliance and Claims**

We process personal information to comply with legal requirements and to exercise or defend legal claims.

### **3.11 Payment Processing and Fraud Prevention**

We process personal information to ensure secure payments and prevent fraud, as well as to send payment reminders and legal notices for overdue payments.

### **3.12 Health and Safety Obligations**

We may process medical information or other health-related information in the event of an accident or injury at our facilities, for legal purposes, and to improve safety measures.

### **3.13 Other Information**

We collect statistical data such as your equipment, browsing actions, patterns, and usage details to improve our services and personalize your experience. We use cookies, flash cookies, and web beacons for these purposes.

## **4. WHO WE SHARE YOUR INFORMATION WITH**

We may share your personal information with:

- Members of Veritasi Homes, including subsidiaries and affiliates, to process your requests and provide services.
- Carefully selected third parties for services such as property sales, IT support, marketing, and legal services.
- Business partners in various sectors to offer special deals and services.
- Regulators and law enforcement agencies as required by law.
- Successors in the event of a merger or sale of company assets.
- Government authorities and fraud protection organizations to comply with legal obligations and protect safety and security.

## **5. RETENTION OF YOUR INFORMATION**

We retain your personal information for as long as necessary to fulfill the purposes outlined in this policy and to comply with legal requirements. Once no longer needed, your information is securely disposed of.

## **6. SECURITY OF YOUR INFORMATION**

We implement industry-standard security measures to protect your personal information. This includes using firewalls, TLS encryption, and secure storage. Access to your information is restricted to authorized personnel only.

## **7. YOUR RIGHTS**

You may have the following rights regarding your personal information:

- **Access:** Request a copy of your personal data and information about how we process it.
- **Rectification:** Request correction of inaccurate or incomplete data.
- **Restriction:** Request restriction of processing under certain conditions.
- **Erasure:** Request deletion of personal data under certain conditions.
- **Objection:** Object to processing based on legitimate interests or for direct marketing.

- **Data Portability:** Request transfer of your data to another organization.
- **Withdraw Consent:** Withdraw consent for data processing where applicable.

To exercise these rights, contact us at [hello@Veritasihomes.com](mailto:hello@Veritasihomes.com). We will respond within a reasonable timeframe in compliance with applicable laws.

## **8. UPDATES TO THIS POLICY**

We may update this policy periodically. Continued use of our platforms after changes are made constitutes acceptance of the updated policy. Please review the policy regularly for updates.

## **9. HOW TO CONTACT US**

For any questions or concerns about this policy, contact our Data Privacy Office:

**Email:** [Hello@Veritasihomesng.com](mailto:Hello@Veritasihomesng.com)

**Phone:** + 2340903 015 0015