

KiwiStore.ng

Privacy Policy

Effective Date: 1 June 2025

Platform: www.kiwestore.ng

Operated by: Kiwie Limited

1. Introduction

Welcome to KiwiStore.ng, a peer-to-peer (P2P) e-commerce platform operated by Kiwie Limited ("Kiwie", "we", "us", or "our"). We are committed to protecting your personal information and your right to privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit or use our website and services.

By accessing or using KiwiStore.ng, you agree to the terms of this Privacy Policy. If you do not agree with the terms of this Privacy Policy, please do not use the platform.

2. Information We Collect

2.1 Information You Provide Directly

We collect personal information that you voluntarily provide to us when you register on the platform, post a listing, or contact us. This includes:

- Full name
- Email address
- Phone number (optional at sign-up, but may be required for some features)
- Profile information (username, profile photo)
- Listing details (product title, description, price, condition, photos, location)
- Payment information related to platform fees (subscription and boost payments via third-party payment gateways)
- Messages exchanged with other users through our in-platform messaging system

2.2 Information Collected Automatically

When you use KiwiStore.ng, certain information is collected automatically through standard web technologies, including:

- IP address
- Browser type and version
- Device type and operating system
- Pages visited and time spent on the platform

- Referring URLs and click-through data
- Session data and usage patterns

2.3 Cookies and Tracking Technologies

KiwieStore.ng uses cookies and similar tracking technologies to enhance your experience on our platform. Cookies are small text files stored on your device that help us:

- Keep you logged in during your session
- Remember your preferences and settings
- Analyse platform usage and improve performance
- Deliver relevant promoted listings and boost visibility features

You may control cookie settings through your browser. However, disabling cookies may affect the functionality of certain features on KiwieStore.ng. We may also use analytics tools that employ tracking pixels and similar technologies to measure engagement and platform performance.

3. How We Use Your Information

We use the information we collect for the following purposes:

- To create and manage your user account
- To allow you to post, manage, and promote product listings
- To facilitate messaging between buyers and sellers
- To process subscription payments and listing boost fees
- To send you service-related notifications, receipts, and account alerts
- To enforce our platform rules, moderate listings, and manage disputes
- To improve our platform's features, design, and performance
- To respond to your enquiries and customer support requests
- To comply with applicable laws and legal obligations
- To send marketing communications where you have opted in (you may opt out at any time)

4. Sharing Your Information

We do not sell your personal information to third parties. However, we may share your information in the following circumstances:

4.1 With Payment Processors

When you make subscription or listing boost payments on KiwieStore.ng, your payment information is processed by third-party payment gateway providers (such as Paystack, Flutterwave, or similar services). These providers have their own privacy policies and are

responsible for the handling of your financial data. We do not store full card details on our servers.

4.2 With Other Users

Certain information in your profile and listings (such as your username, listing photos, product description, price, and general location) is publicly visible to other users on the platform. Private contact details are not shared without your consent.

4.3 With Service Providers

We may share your information with trusted third-party service providers who assist us in operating the platform (e.g., cloud hosting, email delivery, customer support tools). These providers are contractually bound to use your data only for the purposes we specify and to maintain appropriate security standards.

4.4 For Legal and Safety Reasons

We may disclose your information if required to do so by law, court order, or government authority, or where we believe disclosure is necessary to protect the rights, safety, or property of Kiwie Limited, our users, or the public.

5. Data Retention

We retain your personal data for as long as your account is active or as needed to provide our services. You may request deletion of your account and associated data at any time by contacting us at privacy@kiwiestore.ng. We may retain certain information where required by law or for legitimate business purposes (such as fraud prevention), even after account deletion.

6. Your Rights

As a user of KiwieStore.ng, you have the following rights regarding your personal data:

- **Right of Access:** You may request a copy of the personal information we hold about you.
- **Right to Rectification:** You may request correction of inaccurate or incomplete information.
- **Right to Erasure:** You may request deletion of your personal data, subject to legal retention obligations.
- **Right to Withdraw Consent:** Where we process data based on your consent, you may withdraw that consent at any time.
- **Right to Object:** You may object to processing of your data for marketing purposes.

To exercise any of these rights, please contact us at privacy@kiwiestore.ng. We will respond to your request within 30 days.

7. Data Security

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, alteration, disclosure, or destruction. These include encrypted data transmission (HTTPS), secure authentication protocols, and access controls for administrative functions.

However, no method of transmission over the internet or electronic storage is 100% secure. While we strive to protect your personal information, we cannot guarantee its absolute security.

8. Third-Party Links

KiwiStore.ng may contain links to third-party websites or services. We are not responsible for the privacy practices of those third parties. We encourage you to review the privacy policies of any external sites you visit.

9. Children's Privacy

KiwiStore.ng is not directed at or intended for use by individuals under the age of 18. We do not knowingly collect personal information from minors. If we become aware that we have inadvertently collected data from a minor, we will delete such information promptly.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date. We encourage you to review this policy periodically. Your continued use of KiwiStore.ng after any changes constitutes your acceptance of the revised policy.

11. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy, please contact us:

Kiwi Limited

Email: privacy@kiwistore.ng

Website: www.kiwistore.ng

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