



Rivahlax Privacy Policy

This current policy was updated on 21 September, 2024.

Effective 21 September, 2024.

Your privacy is very important to us here at Rivahlax, hence we've developed a Privacy Policy that covers how we collect, use, disclose, transfer and store your personal information.

This privacy policy is from Rivahlax Ltd ("Rivahlax", "RV", "We", "Us" or "Our") which is an information technology company registered in Nigeria and covers all Rivahlax related entities directly linked to this domain, and other entities of other domains specified to be divisions or subsidiaries of the company.

When this privacy policy mentions ("You" or "Users"), it shall mean anyone that provides any piece of information to Rivahlax.

Collection and Use of Personal Information

Personal information is data that can be used to identify or contact a single person.

You may be asked to provide your personal information anytime you are in contact with Rivahlax or a Rivahlax affiliated company. Rivahlax and its affiliates may share this personal information with each other and use it consistent with this Privacy Policy. We may also combine it with other information to provide and improve our products, services, content, and advertising. You are not required to provide the personal information that we have requested, but, if you choose not to do so, in many cases we will not be able to provide you with our products or services or respond to any queries you may have.

Here are some examples of the types of personal information we may collect and how we may use it:

What personal information we collect

- When you request a project from us or apply to be a partner, we shall collect information other than your business details, which are already non-personal in the variety of your name, phone number and e-mail address.
- When you make payment for our services online, we shall by virtue of the circumstances, obtain payment related details as we may be provided.
- When you use any Tixa product, we shall collect your Tixa related data created by you, your members or your associates.
- When you use Flowrivarr, we shall collect all data as it relates to your profile and other information. We shall also store securely any files you upload and discard them when they are no longer needed.

Handling of Confidential Data

We understand that we may request confidential data from you as the need arises. When we do so, we shall inform you as to why we need such data. Your confidential data is also encrypted and stored securely on our servers, as we intend to comply with several data regulations around the world.

Cookie Policy and Management

Our website makes use of cookies. These are small packet files stored on your computer to help us improve our services towards you. Our cookies are in three categories, the essential, voluntary and shared categories. We use these cookies for service deliverability, analysis, advertising and marketing.

- **Essential cookies** are used for service deliverability and analysis. They help us serve you better. They are for our own internal use and are not accessible to third-party. You also cannot opt out of them.
- **Voluntary cookies** are mostly used for marketing and advertising. When we serve ads to you, we personalise them to make them relevant for you. These are the cookies that help us achieve this purpose. When such cookies are available, you will be given the option to opt-out if you do not need them.

- **Shared cookies** are cookies we provide in collaboration with affiliates or partners. This is the only category of cookies that can be set on your device from a third-party and monitored from them. We currently do not set this category of cookies on your device. However, when such cookies becomes available, you will be given the option to opt-out if you do not need them and we will also provide a separate cookie policy that will define in full detail, their nature.

How we use your personal information

We may process your personal information: for the purposes described in this Privacy Policy, with your consent, for compliance with a legal obligation to which we are subject to or when we have assessed it is necessary for the purposes of the legitimate interests pursued by us or a third-party to whom it may be necessary to disclose information.

- The personal information we collect allows us to keep you posted on our latest product announcements, price updates, and upcoming events. If you do not want to be on our mailing list, you may opt-out anytime by updating your preferences.
- We also use personal information we collect to help us deliver and improve our services and products, advertising purposes with which you will need to consent to.
- We may use your personal information like your e-mail address to verify identity, assist with identification of users, and to determine appropriate services. We shall also use it for communication purposes.
- We may also use personal information for internal purposes such as auditing, data analysis, and research to improve our products, services, and customer communications.
- If you apply to be our partner or we receive your information through a job application in connection with a potential role availability here at Rivahlax, we may use your information to evaluate your candidacy and to contact you.

Source of your personal information where they are not collected from you

We may have received your personal information from other persons if that person has shared their content with you through our services. We may also validate the information provided by someone on your behalf before giving you access to our services for security and fraud prevention purposes.

Collection and Use of Non-Personal Information

We also collect data in a form that does not on its own, permit direct association with any specific individual. We may collect, use, transfer, and disclose non-personal information for any purpose. The following are some examples of non-personal information that we collect and how we may use it:

- We may collect your business name, nature of business, business phone number, business e-mail, business principal address and type of business. This is in order for us to understand how to develop your requested services for you.
- We may collect data through surveys about the positives and negatives of our products and services to better improve them.

Disclosure to Third Parties

By virtue of association with our preferred partners who are in line with helping us deliver our services, we may share some or all of your personal and non-personal information with these partners. When we do, we shall try to ensure that the third-party associate shall handle it in accordance with relevant laws. Personal information will never be shared with a third-party for their advertisement or marketing purposes without your consent but strictly for helping us to deliver our services.

Other Scenarios

It may be necessary – by law, legal process, litigation, and/or requests from public and governmental authorities within or outside your country of residence – for us to disclose your personal information. We may disclose information about you if we determine that for purposes of national security, law enforcement enablement, or other issues of public importance, disclosure is necessary or appropriate. We may also disclose information about you, but only where there is a lawful basis for doing

so, if we determine that disclosure is reasonably necessary to enforce our terms and conditions or protect our operations or users. This could include providing information to public or governmental authorities. Additionally, in the event of a reorganisation, merger, or sale we may transfer any and all personal information we collect to the third-party turned parent.

Protection of Personal Information

We take the security of your personal information very seriously. All our online services such as your Rivahlax Account, Tixa, when you make payments and all other services, such as which have been indicated to be provided by us (which collect and store your data) are protected during transit using encryption such as Transport Layer Security (TLS). When your personal data is stored by us, we use computer systems with individual limited access as a physical security measures as well as encryption for all confidential data. Your data may be stored with us on servers we own through other companies. However, we shall ensure that all measures are put in place to secure your data, as if it were stored with us in our own facilities.

Integrity and Retention of Personal Information

We make it easy for you to keep your personal information accurate, complete, and up to date. We will retain your personal information for the period necessary to fulfil the purposes outlined in this Privacy Policy and our service specific privacy summaries. When assessing these periods we carefully examine our need to collect personal information at all and if we establish a relevant need we only retain it for the shortest possible period to realize the purpose of collection unless a longer retention period is required by law. Although we allow update of information, some information collected may not be available for you to update.

Third-Party Sites and Services

Our websites, products, applications, and services may contain links to third-party websites, products, and services. Our products and services may also use or offer products or services from third-party. If and when your personal information will be transferred to or processed by them, you will be duly informed.

Commitment to Your Privacy

To make sure your personal information is secure, we communicate our privacy and security guidelines to our employees and strictly enforce privacy safeguards within the company.

Also, we endeavour to adhere to each regional privacy standard that may exist in different regions all over the world. We shall also obtain necessary certifications and comply with regulations depending on the information we collect from you. We shall do well to inform you when we are required to follow these regulations and inform you of our compliance status.

Policy on Privacy Policy

We may update this Privacy Policy from time to time. When we change the policy in any material way, a notice will be posted on our website along with the updated Privacy Policy. We may also contact you via your contact information on file. For example, by e-mail, push notification or some other equivalent method.