



Introduction

This Website Data Usage and Cookie Policy explains how we collect and use information on our websites or when you otherwise interact with us. For details about the information we collect and use when we verify an identity or carry out checks related to an identity (our “**Verification Services**”), please see the [Youverify Privacy Policy](#).

Please review this Website Data Usage and Cookie Policy periodically as we may modify it from time to time. If we make any material changes, we’ll notify you, which may include posting a notice on our website and/or sending you an email.

Information We Collect on Our Website or When You Otherwise Interact With Us

We collect the information you decide to provide when browsing our websites or when you otherwise interact with us. For example, we collect information when log into one of our web platforms, purchase Verification Services, access the Youverify Dashboard, access the Youverify Vendor platform, access the Youverify field platform, access the Youverify Digital Identity platform, sign up for our newsletter, submit a request, submit information, apply for a job, comment on a blog post, or otherwise contact us. This information might include your name, email address, access credentials, postal address, phone number, CV and related job application information (including results of a background check - if applicable), company information, billing and purchase information, and any other information you choose to provide.

In addition, we also automatically collect certain information from you when browsing our website. This includes:

Log Information

We log information about your use of the website, including the type of browser you use, access times, and your IP address.

Device Information

We collect information about the computer or mobile device you use to access our web platform, including the hardware model, operating system and version, unique device identifiers and mobile network information.

Information Collected by Cookies and Other Tracking Technologies

We and our service providers use various technologies to collect information, including cookies and web beacons. Cookies are small data files stored on your hard drive or in device memory that help us improve our website and your experience, see which areas and features of our website are popular and count visits. Web beacons are electronic images that may be used on our website or emails and help deliver cookies, count visits and understand usage and campaign effectiveness. For more information about cookies, and how to disable them, please see below.



Use of Information

We use the information we collect to:

- Provide, maintain and improve the website;
- Provide and deliver the services you request, process transactions and send you related information, including confirmations and invoices;
- Process your verification request;
- Send you technical notices, updates, security alerts and support and administrative messages;
- Respond to your comments, questions and requests and provide customer service;
- Communicate with you about products, services, offers, promotions, rewards, and events offered by Youverify and others, and provide news and information we think will be of interest to you;
- Monitor and analyse trends, usage and activities in connection with the websites; and
- Carry out any other purpose for which the information was collected.

We use information for the above purposes where it is necessary for the performance of a contract to which an individual is subject, where it is necessary in our legitimate interest to do so, where we have a legal obligation, or where an individual has provided their consent.

Sharing of Information

We share information with external parties that are performing tasks on our behalf (including our affiliates) and with other companies, organisations, and individuals outside Youverify where we have a legitimate legal reason for so-doing (for example, in connection with any merger or acquisition).

Whenever legally possible, we seek to protect the information we share by imposing contractual privacy and security safeguards on the recipient of the information. This is particularly important in cases where the recipient is located in a country that has different or lesser privacy laws than those of the country where the information was originally collected. In some cases, however, it's not possible for us to do so — for example, when we have a legal obligation to disclose information to a government authority and that government authority isn't willing to enter into such contractual safeguards.

Third Party Payment Processing

We rely on Paystack, a third-party payment partner, to accept payments on our behalf. We do not directly store any payment card details. All payment information necessary to complete a payment transaction is provided directly to Paystack. For more information about how Paystack processes payment card data, please see [Paystack's Privacy Policy](#)



Data Storage

We store the information described in this Website Data Usage and Cookie Policy only for as long as necessary to fulfill the purposes identified above. For example, we maintain website log data for a brief period of time, but we retain communications we may have with individuals for much longer to ensure that we can continue to service those individuals on an ongoing basis.

Information Security

Youverify takes appropriate administrative, physical, technical and organizational measures designed to help protect information about users from loss, theft, misuse and unauthorized access, disclosure, alteration and destruction. For more information about information security at Youverify, you can request for a copy of our information security policy at security@youverify.co. If you think you have identified a security vulnerability or bug in our Verification Services, please report it to the Youverify security team at security@youverify.co

Cookies

We use the following cookies on the website:

Cookies	Purpose
Paystack	To accept payments on our behalf.
Tawk.to	To provide help desk support.

You may opt-out of our cookies as described below under Your Choices.

Your Choices

Cookies, Advertising, and Analytic Services

Most web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your browser to remove or reject browser cookies. To opt out of having your web browsing information used for behavioral advertising purposes, please visit www.aboutads.info/choices. To opt out of having your web browsing information used for analytic purposes, please use the [Google Analytics Opt-out Browser Add-on](#) and the [Hotjar opt-out](#). To opt-out of targeted [LinkedIn](#) advertisements or [Twitter](#) advertisements, please adjust your privacy settings on those platforms.

Client Account

You may update, correct or delete information from your account at any time by logging into your account from <https://app.youverify.co/> or by emailing Youverify at support@youverify.co. If you



wish to delete or deactivate your account, please email us at support@youverify.co, but note that we may retain certain information as required by law or for legitimate business purposes. We may also retain cached or archived copies of information about you for a limited period of time.

Promotional Communications

You may opt out of receiving promotional emails from Youverify by following the instructions in those emails or by emailing us at support@youverify.co. If you opt out, we may still send you non-promotional communications, such as those about your account or our ongoing business relations.

Contact Youverify

If you would like more information about how Youverify collects and uses information, or if you would like to contact the Youverify data protection officer, please contact Youverify at privacy@youverify.co or at:

Attention: Privacy Office
Youverify Inc.
13b, Bishop Street
Ilupeju, Lagos
Nigeria

If you would like to raise a concern with our Privacy Supervisory Authority, you can contact NITDA from <https://nitda.gov.ng/nit/contact-us/>