

PRIVACY POLICY

Version 2025.1



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LEGAL NOTICE: Your privacy is the foundation of our platform's trust. This Privacy Policy explains how Mohle Realty Ltd. ("we," "us," or "our") collects, uses, and protects your personal information when you use our Service. By using our Service, you agree to the collection and use of information in accordance with this policy.

1. INFORMATION WE COLLECT

We collect information to provide and improve our Service to you.

1.1. Information you provide:

- 1.1.1. **Account information:** Your name, email address, and phone number when you register with us.
- 1.1.2. **Verification information:** To complete our mandatory verification process, we will ask for your consent to collect information from your government-issued ID (like your NIN, Driver's License, etc.) and a selfie.
- 1.1.3. **Property verification information (for Landlords):** Documents that help us verify your right to rent a property, such as a Certificate of Occupancy or utility bill.
- 1.1.4. **Application information (for Tenants):** Documents you choose to upload, such as a letter of employment, references from previous landlords, and your emergency contacts, etc.

1.2. Information we collect automatically:

- 1.2.1. **Usage Data:** We may collect information about how you access and use the Service, such as your IP address, browser type, and pages visited.

2. HOW WE USE YOUR INFORMATION

We use your information for the following purposes:

- 2.1. **To provide and maintain our service:** Including creating your account, facilitating communication, and processing payments.
- 2.2. **To verify your identity:** This is the core of our safety protocol.
- 2.3. **To protect our community:** To prevent fraud, detect and respond to security incidents, and enforce our Terms of Service.
- 2.4. **To communicate with you:** To send you service-related notifications, security alerts, and support messages.
- 2.5. **To improve our service:** To understand how our users interact with the platform so we can make it better.
- 2.6. **To resolve disputes:** We may also use the content of your communications to resolve disputes between users, provide support, and enforce our Terms of Service.

3. INFORMATION SHARING AND DISCLOSURE

We do not sell your personal information. We only share your information in the following limited circumstances:

- 3.1. **With other members:** We share your application information with your neighbors only when it is necessary to communicate with you.

- 3.2. **With service providers:** We collaborate with trusted third-party partners to provide services on our behalf, including identity verification (our KYC provider), payment processing (e.g., Paystack), cloud hosting (e.g., AWS), handyman services, and sending notification emails. These providers only have access to the information necessary to perform their functions and are contractually obligated to safeguard your data.
- 3.3. **For legal reasons:** We may disclose your information if required by law or in response to a valid legal request.

4. DATA SECURITY

We take the security of your data very seriously. We use a combination of technical, administrative, and physical controls to protect your information from unauthorized access, use, or disclosure. This includes encryption and secure data storage protocols.

5. YOUR DATA RIGHTS

In accordance with the Nigeria Data Protection Regulation (NDPR), you have certain rights regarding your personal data. These include the right to access, correct, or request the deletion of your personal information. Please contact us to make such a request.

6. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new policy on this page and updating the effective date.

7. CONTACT US

If you have any questions about this Privacy Policy, please contact us.