

PRIVACY POLICY

Comtrova

Last Updated: March 2026

1. Introduction

Welcome to Comtrova. We take your privacy seriously and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, use our services, or interact with us in any way.

By accessing or using our services, you agree to the terms of this Privacy Policy. If you do not agree with the terms of this policy, please do not access or use our services.

2. Information We Collect

We collect information about you in several ways:

2.1 Information You Provide to Us

We collect information that you voluntarily provide when you:

- Register for an account or sign up for our services
- Fill out forms or surveys
- Contact us through email, phone, or other communication channels
- Subscribe to our newsletters or marketing communications
- Make a purchase or transaction
- Participate in promotions or events

This information may include your name, email address, phone number, postal address, payment information, company name, job title, and any other information you choose to provide.

2.2 Information Collected Automatically

When you visit our website or use our services, we automatically collect certain information about your device and usage patterns, including:

- IP address and device identifiers
- Browser type and version
- Operating system
- Pages visited and time spent on pages
- Referring website addresses
- Clickstream data and navigation patterns
- Geographic location (based on IP address)

2.3 Information from Third Parties

We may receive information about you from third-party sources, including business partners, service providers, social media platforms, marketing agencies, and publicly available sources. This helps us update, expand, and analyze our records; identify new customers; and provide products and services that may interest you.

3. How We Use Your Information

We use the information we collect for various purposes, including:

- Providing, operating, and maintaining our services
- Processing transactions and managing orders
- Sending administrative information, including updates and security alerts
- Responding to your inquiries and providing customer support
- Personalizing your experience and delivering relevant content
- Sending marketing and promotional communications (with your consent)
- Analyzing usage patterns to improve our services
- Detecting, preventing, and addressing technical issues and security threats
- Enforcing our terms and conditions
- Complying with legal obligations and protecting our legal rights

4. How We Share Your Information

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

4.1 Service Providers

We may share your information with third-party service providers who perform services on our behalf, such as payment processing, data analysis, email delivery, hosting services, customer service, and marketing assistance. These service providers are contractually obligated to protect your information and use it only for the specific services they provide to us.

4.2 Business Transfers

In the event of a merger, acquisition, reorganization, sale of assets, or bankruptcy, your information may be transferred to the acquiring or surviving entity. We will notify you of any such change in ownership or control of your personal information.

4.3 Legal Requirements

We may disclose your information when required by law, court order, or governmental request, or when we believe disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or comply with legal obligations.

4.4 With Your Consent

We may share your information with third parties when you have given us explicit consent to do so.

5. Data Security

We implement appropriate technical and organizational security measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. These measures include:

- Encryption of data in transit and at rest
- Secure server infrastructure and network protection
- Regular security audits and vulnerability assessments
- Access controls and authentication mechanisms
- Employee training on data protection and security practices

However, please note that no method of transmission over the internet or electronic storage is completely secure. While we strive to protect your information, we cannot guarantee its absolute security.

6. Data Retention

We retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. When we no longer need your information, we will securely delete or anonymize it. Retention periods vary depending on the type of information and the purpose for which it was collected.

7. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience on our website. Cookies are small data files stored on your device that help us remember your preferences, analyze site usage, and provide personalized content.

7.1 Types of Cookies We Use

- **Essential Cookies:** Required for the website to function properly
- **Performance Cookies:** Help us understand how visitors interact with our site
- **Functionality Cookies:** Remember your preferences and settings
- **Marketing Cookies:** Deliver relevant advertisements and track campaign effectiveness

You can control cookie settings through your browser preferences. However, disabling certain cookies may limit your ability to use some features of our website.

8. Your Privacy Rights

Depending on your location, you may have certain rights regarding your personal information:

- **Right to Access:** Request a copy of the personal information we hold about you
- **Right to Rectification:** Request correction of inaccurate or incomplete information
- **Right to Erasure:** Request deletion of your personal information under certain circumstances
- **Right to Restriction:** Request limitation on how we process your information
- **Right to Data Portability:** Request transfer of your information to another service provider
- **Right to Object:** Object to certain types of processing, including direct marketing
- **Right to Withdraw Consent:** Withdraw your consent for processing at any time

To exercise any of these rights, please contact us using the information provided in the Contact section below. We will respond to your request within a reasonable timeframe as required by applicable law.

9. Children's Privacy

Our services are not intended for individuals under the age of 18. We do not knowingly collect personal information from children. If we become aware that we have inadvertently collected information from a child under 18, we will take steps to delete that information as quickly as possible. If you believe we have collected information from a child, please contact us immediately.

10. International Data Transfers

Your information may be transferred to and processed in countries other than your country of residence. These countries may have data protection laws that differ from those in your jurisdiction. When we transfer your information internationally, we implement appropriate safeguards to ensure your information remains protected in accordance with this Privacy Policy and applicable data protection laws.

11. Third-Party Websites and Services

Our website may contain links to third-party websites, applications, or services that are not operated by us. We are not responsible for the privacy practices of these third parties. We encourage you to review the privacy policies of any third-party sites you visit. This Privacy Policy applies only to information collected through our services.

12. Marketing Communications

With your consent, we may send you marketing communications about our products, services, promotions, and events. You can opt out of receiving marketing emails at any time by:

- Clicking the unsubscribe link in any marketing email
- Updating your communication preferences in your account settings
- Contacting us directly using the information below

Please note that even if you opt out of marketing communications, we may still send you non-promotional messages related to your account or transactions.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. We will notify you of any material changes by posting the updated policy on our website and updating the 'Last Updated' date. We encourage you to review this Privacy Policy periodically. Your continued use of our services after changes are posted constitutes your acceptance of the updated policy.

16. Do Not Track Signals

Some browsers include a Do Not Track (DNT) feature that signals to websites you visit that you do not want to be tracked. Currently, there is no uniform standard for recognizing and implementing DNT signals. We do not currently respond to DNT signals, but we provide you with choices about the collection and use of your information as described in this Privacy Policy.

17. Contact Us

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

Comtrova

Email: hello@comtrova.ng, support@comtrova.ng

Phone: [Insert contact phone number]

Address: 32, Aje Road, Sabo Yaba, Lagos.

We will respond to your inquiries within a reasonable timeframe.

18. Acknowledgment

By using our services, you acknowledge that you have read and understood this Privacy Policy and agree to its terms. If you do not agree with this policy, please discontinue use of our services immediately.
