

Privacy Policy for Mavapay Money

Effective Date: November 1st, 2025

This Privacy Policy governs the manner in which **Mava Digital Solutions Limited** ("we," "us," or "our") collects, uses, maintains, and discloses information collected from users (each, a "User") of the **Mavapay Money** mobile application (the "App").

1. Important Information and Who We Are

1.1 Purpose of this Policy

This Privacy Policy aims to give you information on how we collect and process your personal data through your use of the App, including any data you may provide through the App. It is essential that you read this policy so that you are fully aware of how and why we are using your data.

1.2 Developer Details

The App is developed and operated by:

- **Developer Name:** Mava Digital Solutions Limited
- **Contact Email:** info@mavapay.co
- **Location:** Lagos, Nigeria

2. Information We Collect

We may collect and process the following categories of information:

2.1 Personal Data

We only collect Personal Data if you voluntarily provide it to us, such as when you create an account, contact us, or interact with certain features. This may include:

- **Contact Data:** Your email address (if you sign up using email).
- **Profile Data:** Your username, profile photo, or other personal identifiers if you choose to provide them.

2.2 Non-Personal/Usage Data (Log Data)

When you use the App, we automatically collect information sent by your device. This Log Data may include:

- **Device Identifiers:** Device name, operating system version, the IP address of your device, configuration of the App when utilizing the Service.
- **Usage Details:** The time and date of your use of the App, the features you accessed, and the time spent on those features.

- **Crash Data:** Information related to the App's performance and stability (e.g., crash logs).

2.3 Location Data (Conditional)

We do not collect or process precise geographical location data.

3. How We Use Information

We use the collected data for the following purposes:

1. **To Provide and Maintain the Service:** To operate the App's core functions and ensure it runs smoothly.
2. **To Improve the App:** To analyze usage data, fix bugs, and optimize the App's performance and features (e.g., using crash reports).
3. **To Communicate With You:** To respond to support requests, send updates, or inform you about policy changes.
4. **For Security and Fraud Prevention:** To protect the App and our Users from fraudulent activity.

4. Third-Party Service Providers

The App uses third-party services that may collect information used to identify you. We utilize the following third-party service providers:

Third Party Provider	Purpose of Data Collection	Link to Privacy Policy
Google Play Services	Core application services, licensing, security.	https://www.google.com/policies/privacy/
Firebase Analytics	Non-personal usage data, crash reporting, performance analysis.	https://firebase.google.com/support/privacy
Dojah	User KYC information verification.	https://dojah.io/privacy-policy

Important Note: These third-party providers have their own privacy policies addressing how they use such information. We encourage you to review their policies.

5. Security

We value your trust in providing us with your Personal Information, thus we strive to use commercially acceptable means of protecting it. However, remember that no method of transmission over the internet, or method of electronic storage is 100% secure and reliable, and we cannot guarantee its absolute security.

6. Children's Privacy

The App is not intended for use by anyone under the age of 13. We do not knowingly collect personally identifiable information from children under 13. If we discover that a child under 13 has provided us with personal information, we immediately delete this from our servers. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us at support@mavapay.co so that we can take necessary action.

7. Data Retention and Deletion Policy

7.1 Data Retention

We retain personal data for as long as your account is active or as needed to provide you with the Service. We will also retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

7.2 Deletion Request

If you wish to have your data deleted, please contact us at support@mavapay.co. We will process your request within 30 days and communicate the deletion process to you, unless retention is required by law or for legitimate business purposes.

8. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. Thus, you are advised to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "Effective Date" at the top of this Policy. These changes are effective immediately after they are posted.

9. Contact Us

If you have any questions or suggestions about our Privacy Policy, do not hesitate to contact us at:

info@mavapay.co
MAVA DIGITAL SOLUTIONS LIMITED

Lagos, Nigeria.