

SAFEAUX PRIVACY POLICY

Effective Date: July 20th, 2026

Section 1: Introduction

Safeaux is committed to protecting the privacy and personal information of its users.

This Privacy Policy explains how Safeaux collects, uses, stores, processes, shares and protects personal information obtained through its website, mobile application, products, services and related features (the “Platform”).

By creating an account or using the Platform, you acknowledge that your personal information may be processed in accordance with this Privacy Policy and applicable laws.

Section 2: Information We Collect

Safeaux may collect personal and non-personal information from users in connection with the use of the Platform and its services.

The information collected may include:

2.1 Personal Information

Personal information may include:

- Full name;
- Date of birth;
- Email address;
- Phone number;
- Residential address;
- National Identification Number (NIN);
- Bank Verification Number (BVN); and

- Any other information provided during registration, verification or use of the Platform.

2.2 Financial and Transaction Information Safeaux

may collect information relating to:

- Wallet transactions;
- Savings and investment activities;
- Bank account details;
- Payment and withdrawal transactions;
- Vendor, school and other third-party payment details;
- Information relating to beneficiaries of payments made through the Platform; and
- Other financial activities carried out through the Platform.

2.3 Device and Usage Information

Safeaux may automatically collect certain technical information when users access the Platform, including:

- Device information;
- IP address;
- Browser type;
- Operating system;
- Log information; and
- Usage and activity data relating to the Platform.

2.4 Communications and Support Information

Safeaux may collect information contained in communications, enquiries, complaints, feedback or support requests submitted by users through the Platform or other communication channels.

Section 3: How We Collect Information

Safeaux may collect information from users through various means, including:

3.1 Information Provided by Users

Information provided directly by users during account registration, identity verification, transactions, communications, customer support requests and the use of services available on the Platform.

3.2 Information Collected Automatically

Information collected automatically when users access or interact with the Platform, including device information, usage data, log information and other technical data.

3.3 Information from Third Parties

Information obtained from financial institutions, payment service providers, identity verification providers, regulatory databases and other third parties where necessary to provide services, verify identities, comply with legal obligations or protect the Platform.

3.4 Information from Transactions and Platform Activities

Information generated through savings activities, investment activities, wallet transactions, vendor payments, Savings Circles, Family Accounts, Teams and Department Accounts and other activities carried out through the Platform.

Section 4: How We Use Information

Safeaux may use information collected from users for the following purposes:

- To create, manage and maintain user Accounts;
- To verify identities and complete KYC requirements;
- To provide savings, investment, wallet, budgeting and other services available on the Platform;
- To process transactions, payments, withdrawals and other financial activities;
- To communicate with users regarding their Accounts, transactions, services and support requests;
- To improve, maintain and develop the Platform and its services;
- To monitor, investigate and prevent fraud, unauthorized activities and security threats;

- To comply with applicable laws, regulations and regulatory obligations; and
- For any other purpose disclosed to users at the time information is collected or otherwise permitted by law.

Section 5: Legal Basis for Processing Personal Data

Safeaux processes personal information only where there is a lawful basis for doing so under applicable laws.

Safeaux may process personal information where:

- The user has provided consent for the processing of such information;
- The processing is necessary to provide services requested by the user or to perform contractual obligations;
- The processing is necessary to comply with legal or regulatory obligations;
- The processing is necessary to protect the legitimate interests of Safeaux, its users or third parties, provided that such interests do not override the rights and freedoms of the user; or
- The processing is otherwise permitted or required by applicable law.

Section 6: Sharing and Disclosure of Information

Safeaux may share personal information with third parties where necessary to provide services, operate the Platform, comply with legal obligations or protect the rights and interests of Safeaux and its users.

Information may be shared with:

6.1 Financial Institutions and Payment Service Providers

Financial institutions, payment service providers and other partners engaged to facilitate wallet services, payments, transfers, savings, investments and other financial transactions.

6.2 Identity Verification and Compliance Providers

Service providers engaged to assist with identity verification, fraud prevention, risk management, compliance reviews and regulatory requirements.

6.3 Service Providers

Third-party service providers that support the operation, maintenance, security, hosting, communications, analytics and improvement of the Platform, including cloud infrastructure providers, communication service providers and technology partners engaged by Safeaux from time to time.

6.4 Regulatory Authorities and Law Enforcement Agencies

Government agencies, regulators, law enforcement authorities, courts or other competent bodies where disclosure is required by law, regulation, court order or lawful request.

6.5 Business Transfers

Information may be disclosed as part of a merger, acquisition, restructuring, financing transaction or other business arrangement involving Safeaux, subject to applicable confidentiality and legal requirements.

Safeaux does not sell users' personal information to third parties.

Section 7: Data Retention

Safeaux retains personal information only for as long as necessary to fulfil the purposes for which it was collected, provide services, comply with legal and regulatory obligations, resolve disputes and enforce its rights and agreements.

The period for which personal information is retained may vary depending on the nature of the information, the services provided and applicable legal or regulatory requirements.

Where personal information is no longer required, Safeaux may securely delete, destroy, anonymize or otherwise dispose of such information in accordance with applicable laws and internal policies.

Section 8: Data Security

Safeaux takes reasonable technical, administrative and organizational measures to protect personal information against unauthorized access, loss, misuse, disclosure, alteration or destruction.

Such measures may include identity verification procedures, access controls, encryption, security monitoring, fraud prevention mechanisms and other safeguards reasonably considered appropriate by Safeaux.

While Safeaux strives to protect personal information, no method of electronic transmission, storage or processing can be guaranteed to be completely secure. Users are encouraged to take reasonable steps to protect their Accounts, devices and login credentials.

Section 9: International Data Transfers

In the course of providing services, Safeaux may store, process or transfer personal information through service providers, partners or systems located in jurisdictions outside Nigeria.

Where personal information is transferred outside Nigeria, Safeaux shall take reasonable steps to ensure that such information is protected in accordance with applicable laws and appropriate data protection standards.

By using the Platform, users acknowledge that their personal information may be transferred, stored or processed in accordance with this Privacy Policy and the services provided through the Platform.

Section 10: Your Rights

Subject to applicable laws, users may have the right to:

- Request access to personal information held by Safeaux;
- Request the correction or update of inaccurate or incomplete personal information;
- Request the deletion of personal information where permitted by applicable law;
- Withdraw consent to the processing of personal information where processing is based on consent;
- Object to or request the restriction of certain processing activities where permitted by law; and
- Lodge a complaint with a competent data protection authority where they believe their rights have been violated.

Requests relating to personal information may be submitted through the contact details provided by Safeaux.

Safeaux may request additional information to verify the identity of a user before processing any request relating to personal information.

Section 11: Cookies and Similar Technologies

Safeaux may use cookies, web beacons, pixels and other similar technologies to improve the functionality, security and performance of the Platform.

These technologies may be used to remember user preferences, analyze platform usage, enhance user experience, maintain security and support the delivery of services.

Users may manage or disable cookies through their browser or device settings. However, disabling certain cookies may affect the functionality or availability of some features of the Platform.

Further information regarding the use of cookies and similar technologies may be provided in Safeaux's Cookie Policy.

Section 12: Children's Privacy

The Platform is not intended for use by individuals under the age of 18 and Safeaux does not knowingly collect personal information directly from persons under the age of 18 without the involvement of a parent or guardian.

Where Family Account features permit the creation of profiles relating to children or dependants, such information shall be provided and managed by the parent, guardian or other authorized adult responsible for the account.

If Safeaux becomes aware that personal information has been collected directly from a child in a manner inconsistent with applicable laws or this Privacy Policy, it may take appropriate steps to delete such information in accordance with applicable legal and regulatory requirements.

Section 13: Third-Party Services

The Platform may contain links to, integrate with or make use of services provided by third parties, including financial institutions, payment service providers, identity verification providers, communication service providers and other technology partners.

The collection, use and processing of information by such third parties may be governed by their own privacy policies, terms and practices.

Safeaux is not responsible for the privacy practices, content or operations of third-party services that are not owned or controlled by Safeaux.

Users are encouraged to review the privacy policies and terms applicable to any third-party services they interact with through the Platform.

Section 14: Changes to This Privacy Policy

Safeaux reserves the right to modify, amend or update this Privacy Policy from time to time.

Where material changes are made, Safeaux may notify users through the Platform, email, SMS or any other appropriate communication channel.

The updated Privacy Policy shall take effect from the date it is published or otherwise communicated to users.

Users are encouraged to review this Privacy Policy periodically to remain informed about how their information is collected, used and protected.

Section 15: Contact Information

Users may contact Safeaux regarding this Privacy Policy, their personal information or any privacy-related concerns through the contact details provided on the Platform or through any official communication channel designated by Safeaux from time to time.

Safeaux may update its contact information from time to time and users are encouraged to refer to the Platform for the most current contact details.

