

Privacy Policy

Effective Date: March 22, 2026

Prime Virtuals ("we," "us," or "our") operates the website <https://www.primevirtuals.co/offer> (the "Site") and provides Virtual Assistant services. Prime Virtuals operates as **Online Africa Network**. We are committed to protecting the privacy and security of the personal data we collect from our clients, website visitors, and business partners ("you" or "your").

This Privacy Policy outlines how we collect, use, disclose, and safeguard your information in accordance with applicable data protection laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Information We Collect

We collect personal information that you voluntarily provide to us when you express an interest in obtaining information about us or our services, when you participate in activities on the Site (such as signing up for a free 4-hour trial), when you use our dedicated client portal, or otherwise when you contact us.

- **Names and Contact Details:** Your name and email address (and, where provided, telephone number and postal/billing address).
- **Business Information:** Business name, job title/role, company details and service requirements you share with us.
- **Account/Portal Data:** Your username, password, settings/preferences and support messages relating to our dedicated client portal.
- **Service/Task Data:** Information, documents, and credentials you share with our Virtual Assistants (VAs) to enable delivery of services (for example inbox information, calendar details, project files, client communications, research notes, and reporting data).
- **Transaction Data:** Details about payments to and from you and other details of services you have purchased from us.
- **Technical Data:** Internet protocol (IP) address, login data, browser type and version, time zone setting and location, and operating system and platform used to access our Site.

2. How We Use Your Information

We use your personal data to:

- **Provide our services:** Set up and deliver Virtual Assistant services, complete tasks you request, and manage our working relationship.
- **Communicate with you:** Respond to enquiries, provide onboarding and support, and send service-related notices (and marketing where permitted by law and your choices).

- **Manage the portal:** Create and administer your portal account, authenticate access, and maintain service records and communications within the portal.
- **Billing and administration:** Process payments, issue invoices/receipts, and keep proper business records.
- **Improve and protect our services:** Monitor quality, track performance, troubleshoot issues, and help keep our Site and portal secure.

3. Legal Basis for Processing

Under the UK GDPR, we rely on the following legal bases to process your personal data:

- **Performance of a Contract:** Where processing is necessary for the execution of a contract to which you are a party or to take steps at your request before entering into a contract.
- **Consent:** Where you have given clear consent for us to process your personal data for a specific purpose (e.g., marketing).
- **Legitimate Interests:** Where processing is necessary for our legitimate interests (or those of a third party), provided your interests and fundamental rights do not override those interests.
- **Compliance with Legal Obligations:** Where we need to comply with a legal or regulatory obligation.

4. Data Sharing and International Transfers

Prime Virtuals operates globally, utilizing Virtual Assistants located in Africa, the Caribbean, the UK, and the USA.

- **Internal Transfers:** Your information may be shared with our VAs and managers in different jurisdictions to fulfill your service requests.
- **Service Providers:** We may share data with third-party service providers who perform services for us, such as payment processing, data analysis, email delivery, and hosting services.
- **International Safeguards:** When we transfer data outside the UK/EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:
 - Transferring data to countries deemed to provide an adequate level of protection.
 - Using specific contracts approved for use in the UK (International Data Transfer Agreements or Standard Contractual Clauses).

5. Data Storage and Security

We store personal data using secure systems and take appropriate technical and organisational measures to protect it. This includes (where applicable) encrypted storage, role-based access controls, secure authentication, and confidentiality agreements signed by all Virtual Assistants.

Where you use our **dedicated client portal**, information you submit and service records may be stored and accessed through the portal to help us manage tasks, communications, and service deliv-

ery. Access to the portal is restricted to authorised team members who need it to provide and manage the services.

While we work hard to protect your personal information, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

6. Data Retention

We will only retain your personal data for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

7. Your Legal Rights

Depending on your location (and subject to applicable law), you have the following rights regarding your personal data:

- **Access:** The right to request copies of your personal data.
- **Rectification:** The right to request that we correct any information you believe is inaccurate or incomplete.
- **Erasure (Deletion):** The right to request that we erase your personal data in certain circumstances.
- **Restrict Processing:** The right to request that we restrict the processing of your personal data in certain circumstances.
- **Data Portability:** The right to request that we provide certain information in a structured, commonly used, machine-readable format and/or transfer it to another organisation where technically feasible.
- **Object:** The right to object to our processing of your personal data in certain circumstances (including, where applicable, direct marketing).
- **Withdraw Consent:** Where we rely on consent, you can withdraw it at any time (this will not affect the lawfulness of processing before withdrawal).

To exercise your rights, please contact us using the details in the "Contact Us" section. We may need to request information from you to help us confirm your identity and ensure your data is protected.

8. Cookies and Tracking Technologies

Our website uses cookies to enhance user experience and analyze traffic. You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this Site may become inaccessible or not function properly.

9. Changes to This Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "Effective Date" at the top.

10. Contact Us

If you have any questions about this Privacy Policy, our privacy practices, or you would like to exercise your data protection rights, please contact us at:

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