

PRIVACY POLICY

Macasher Logistics

Operated by **Macasher Ltd (RC 7364075)**

Ibadan, Oyo State, Nigeria

Last Updated: 25 Feb 2026

1. Introduction

Macasher Logistics (“we”, “our”, or “the Company”) is committed to protecting the privacy and personal data of our customers, business partners, and website users.

This Privacy Policy explains how we collect, use, store, and protect personal information in accordance with the **Nigeria Data Protection Act (NDPA) 2023** and applicable regulations.

By using our services or website, you agree to the terms of this Privacy Policy.

2. Information We Collect

We may collect the following categories of personal data:

2.1 Identification Information

- Full name
- Phone number
- Email address

2.2 Delivery Information

- Pickup address
- Delivery address
- Recipient name and contact details
- Item description and declared value

2.3 Payment Information

- Payment confirmation details
- Transaction references



(Note: We do not store customers' card details where payments are processed via third-party payment providers.)

2.4 Website & Communication Data

- Messages sent via WhatsApp or contact forms
- Website usage data (where applicable)

3. How We Use Your Information

We process personal data strictly for legitimate business purposes, including:

- Executing delivery services
- Contacting senders and recipients
- Processing payments
- Providing customer support
- Record keeping and dispute resolution
- Improving operational efficiency
- Complying with legal obligations

We do not sell, rent, or trade personal data.

4. Legal Basis for Processing

Under the NDPA, we process personal data based on:

- Contractual necessity (to perform delivery services)
 - Legitimate business interest
 - Legal compliance obligations
 - Consent (where required)
-

5. Data Sharing

We may share personal data only where necessary, including:

- With riders or operational personnel for delivery execution
- With payment processors for transaction processing
- With regulatory or law enforcement authorities where required by law

We do not disclose personal data for marketing resale purposes.

6. Data Retention

We retain customer data only for as long as reasonably necessary for:

- Service records
- Financial and tax compliance
- Dispute resolution
- Regulatory compliance



After this period, data may be securely archived or deleted.

7. Data Security

We implement reasonable administrative and technical safeguards to protect personal data against:

- Unauthorised access
- Loss or misuse
- Alteration
- Disclosure

However, while we strive to protect personal data, no digital transmission is completely secure.

8. Your Rights Under the NDPA

Under Nigerian data protection law, you have the right to:

- Request access to your personal data
- Request correction of inaccurate data
- Request deletion where legally permissible
- Object to certain processing activities
- Withdraw consent (where processing is based on consent)

Requests may be submitted through our official contact channels.

9. Third-Party Links & Services

Our website or communications may contain links to third-party platforms (such as payment processors). We are not responsible for the privacy practices of those third parties.

Customers are encouraged to review their respective privacy policies.

10. Data Protection Compliance

Macasher Logistics operates in accordance with the Nigeria Data Protection Act (NDPA) 2023.

We are committed to lawful, fair, and transparent data processing practices.

11. Children's Data

Our services are not directed to minors under the age of 18. We do not knowingly collect personal data from minors without appropriate consent.

12. Updates to This Policy

We may update this Privacy Policy periodically to reflect operational, legal, or regulatory changes.

Updated versions will be published on our website with the revised effective date.

13. Contact Information

For privacy-related enquiries or data requests, please contact:

Macasher Logistics

Ibadan, Oyo State, Nigeria

Email: contact@macasherlogistics.com

Phone: 07026880150

