

## **PRIVACY POLICY**

EN.AR LIMITED (hereafter called "the Company") is devoted to maintaining robust privacy protections for its users.

Our Privacy Policy is designed to help understand how we collect, use and safeguard the information users provide. Our Policy is also to assist you in making informed decisions when using the mobile application **n.Jet app**.

For purposes of this Agreement, "Software" refers to the Company's n.Jet application which can be installed manually through Google Play Store and Apple App Store as **n.Jet**.

"Service" refers to the Company's services accessed through the App. Some of these services are; deliveries, checking order status and the History of Delivered items. The terms "we," "us," and "our" refer to the Company. "You" refers to you, as a user of our Software or Service.

By accessing our Application or Service, the user accepts our Privacy Policy and Terms of Use, and you consent to our collection, storage, use and disclosure of your Personal Information as described in this Privacy Policy.

## **INFORMATION WE COLLECT**

We collect "Non-Personal Information" and "Personal Information." Non-Personal Information includes information that cannot be used to personally identify you, such as anonymous usage data, general demographic information we may collect, active/exit time stamps and mobile device details, platform types, preferences you submit and preferences that are generated based on the data you submit and the number of clicks.

Personal Information includes your email, mobile phone number, full name, and contact information, which you submit or are generated by the software to us through the registration process on the App. We also collect customer information and parcel information for usage on the portal.

### **Information collected via Technology**

To activate the Service, the user needs to submit Personal Information. However, to improve the quality of the Service, we track information provided to us by your mobile device or by our software application when you view or use the Service,

such as the platform you are using (known as the “operating system”), the type of mobile device you use, the device from which you connected to the Service, the time and date of access, and other information that does not personally identify you.

We track this information using tokens, or small encrypted files which include an anonymous unique identifier. Cookies are sent to a user’s device from our servers and are stored on the user’s mobile phone's internal storage. Sending a token to a user’s device enables us to collect Non-Personal information about that user and keep a record of the user’s preferences when utilizing our services, both on an individual and aggregate basis.

- For example, the Company may use tokens to collect the following information: Mobile device name and model
- Mobile platform type (ANDROID OR iOS)
- Location Data.

We also track user location data to enable our riders to pick up items from your location and deliver them to your destination of choice.

Location permissions are required to use the application, it eases the stress on riders and passengers during pick-up and completing deliveries. Location Information would be provided to us by registering for an account In addition to the information provided automatically by your device when you use the portal, to become a subscriber to

the Service you will need to create a personal profile.

You can create a profile by registering with the Service and entering your full name and your mobile number. By registering, you are authorizing us to collect, store and use your mobile number through this Privacy Policy.

### **Information you provide us by registering for an account**

In addition to the information provided automatically by your device when you use the portal, to become a subscriber to the Service you will need to create a personal profile.

You can create a profile by installing and registering with the Service and entering your full name and your mobile number. By registering, you are authorising us to collect, store and use your mobile number by this Privacy Policy.

### **Information you provide us by making deliveries on the app**

To make an order or request for a rider to pick up your parcel, you need to provide an image of the parcel and the contact details of the recipient of your parcel. The app requests permission to access your contact details and gallery to complete this functionality. By making an order on our app, you are authorising us to collect, store and use the image and contact details as requirements for sending a parcel by this Privacy Policy.

### **HOW WE USE AND SHARE INFORMATION**

EN.AR Ltd fully complies with the Data Protection laws of Ghana.

Personal Information, except as otherwise stated in this Privacy Policy, we do not sell, trade, rent or share for marketing purposes your Personal Information with third parties.

We do share Personal Information with vendors who are performing services for the Company, such as the servers for our email and SMS communications who are provided access to the user's email address and phone number for purposes of sending emails and SMS from us. Those vendors use your Personal Information only at our direction and by our Privacy Policy.

In general, the Personal Information you provide to us is used to help us communicate with you and improve the user experience. For example, we use Personal Information to contact users in response to questions, solicit feedback from users, provide technical support, and inform users about promotional offers.

We may share Personal Information with outside parties if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to meet any applicable legal process or enforceable governmental request; to enforce applicable Terms of Service, including investigation of potential violations; address fraud, security or technical concerns; or to protect against harm to the rights, property, or safety of our users or the public as required or permitted by law Non-Personal Information In general, we use Non-Personal Information to help us improve the Service and

customize the user experience. We also aggregate Non-Personal Information to track trends and analyze use patterns on the App.

This Privacy Policy does not limit in any way our use or disclosure of Non-Personal Information and we reserve the right to use and disclose such Non-Personal Information to our partners, advertisers and other third parties at our discretion.

In the event we undergo a business transaction such as a merger, acquisition by another company, or sale of all or a portion of our assets, your Personal Information may be among the assets transferred. You acknowledge and consent that such transfers may occur and are permitted by this Privacy Policy and that any acquirer of our assets may

continue to process your Personal Information as outlined in this Privacy Policy. If our information practices change at any time in the future, we will post the policy changes on both the portal and mobile application so that you may opt-out of the new information practices. We suggest that you check the App's website periodically if you are concerned about how your information is used.

## **HOW WE PROTECT INFORMATION**

We implement security measures designed to protect your information from unauthorized access. We protect your information from potential security breaches by implementing certain technological security measures including encryption, firewalls and secure socket layer technology. However, these measures do not guarantee that your information will not be accessed, disclosed, altered or destroyed by a breach of such firewalls and secure server software. By using our Service, you acknowledge that you understand and agree to assume these risks.

## **YOUR RIGHTS REGARDING THE USE OF YOUR PERSONAL INFORMATION**

You have the right at any time to prevent us from contacting you for marketing purposes.

When we send promotional communication to a user, the user can opt out of further promotional communications by following the unsubscribe instructions provided in each promotional email or SMS. You can also indicate that you do not

wish to receive marketing communications from us by deleting your account to our Service.

### **CHANGES TO OUR PRIVACY POLICY**

The Company reserves the right to change this policy and our Terms of Service at any time. We will notify you of significant changes to our Privacy Policy by sending a notice to the primary email address specified in your account or by placing a prominent notice on the portal and mobile app. Significant changes will go into effect 30 days following such notification. Non-material changes or clarifications will take effect immediately. You should periodically check the App's website and this privacy page for updates.

### **CONTACT US**

If you have any questions regarding this Privacy Policy or the practices of this App, please contact us via email at [info@enar-ltd.com](mailto:info@enar-ltd.com).