Privacy Policy

Welcome to MyAskie, a digital platform that connects users with trusted service providers while also offering secure payment and financial transaction services. We are committed to protecting your privacy and ensuring that your personal information is handled securely and responsibly.

This Privacy Policy explains how we collect, use, and safeguard your information when you use our website, mobile applications, and related services.

Information We Collect

Personal Information

When you create an account or use our services, we may collect:

- Full name
- Email address
- Phone number
- Residential address
- Profile photo
- Government-issued identification details
- Bank Verification Number (BVN) or National Identification Number (NIN) where required

Payment & Transaction Information

To process payments and transactions securely, we may collect:

- Wallet and account information
- Transaction history
- Service payment details
- Beneficiary information
- Billing and transfer records

MyAskie does not store your card PIN or sensitive banking passwords.

Service & Marketplace Information

As part of our marketplace and service connection features, we may collect:

- Service requests and bookings
- Vendor or service provider information
- Customer reviews and ratings
- Communication between users and service providers

- Service location and delivery details

Device & Usage Information

We may collect information about the device you use to access our platform, including:

- IP address
- Browser type
- Device type
- Operating system
- App activity and usage data

How We Use Your Information

We use your information to:

- Create and manage your account
- Connect users with service providers
- Process transactions and payments
- Improve user experience and platform performance
- Prevent fraud, scams, and unauthorized activities
- Provide customer support
- Send important notifications and updates
- Comply with legal and regulatory obligations

Data Security

We implement industry-standard security measures including encryption, secure servers, access controls, monitoring systems, and authentication protocols to protect your information from unauthorized access, misuse, or disclosure.

While we strive to protect your information, no internet-based platform can guarantee absolute security.

Third-Party Services

We may share information with trusted third-party partners such as:

- Payment processors
- Financial institutions
- Identity verification providers
- Analytics and cloud service providers
- Vendors and service providers connected through the platform

These third parties are required to protect your information and use it only for authorized purposes.

User Responsibilities

Users and service providers are responsible for the information they share on the platform, including reviews, profile details, service listings, and communications.

MyAskie reserves the right to review, remove, or restrict content that violates our policies, applicable laws, or user safety standards.

Your Rights

You have the right to:

- Access your personal information
- Correct or update your information
- Request deletion of your data
- Withdraw consent where applicable
- Manage communication preferences

Requests can be made by contacting our support team.

Changes to This Policy

We may update this Privacy Policy periodically to reflect changes in our services, legal requirements, or operational practices. Significant updates may be communicated through the platform or via email.

Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy, please contact us:

MyAskie
Website: https://myaskie.com
Email: myaskieapp@gmail.com