

PRIVACY POLICY FOR PLATEDETECT

Effective Date: July 16, 2026

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1. Introduction

Soft Alliance and Resources Limited ("Soft Alliance", "we", "our", "us", "The Company") takes the protection of privacy and protection of personal information seriously. This Privacy Policy applies to all information collected from or about You through **PlateDetect**, including our specialized platform, the PlateDetect website, mobile applications, and all related vehicular document processing products (collectively, the "Service"). By visiting the PlateDetect website or using our services, You ("users", "visitors") acknowledge and accept the practices and policies outlined in this Privacy Policy (the "Privacy Policy", "Document").

The purpose of this document is to help You understand what information is collected from or about You via PlateDetect, how this information is used and protected, and what options You have with regard to this information. This document also describes your privacy rights and how the law protects You.

2. Definition

For the purposes of this Privacy Policy:

- **"Account"** means a unique account created for You to access PlateDetect or parts of our Service.
- **"Business"** refers to the Company as the legal entity that collects personal information and determines the purposes and means of the processing of Consumers' personal information via PlateDetect.
- **"Company"** refers to Soft Alliance and Resources Limited. For the purpose of the NDPA, the Company is the Data Controller for PlateDetect.
- **"Country"** refers to Nigeria.
- **"Consumer"** means a natural person who is a Nigerian Citizen or an individual who is domiciled in Nigeria for other than a temporary or transitory purpose.
- **"Cookies"** are small files that are placed on Your computer, mobile device, or any other device by the PlateDetect website, containing the details of Your browsing history on that website among its many uses.
- **"Data Controller"** refers to the Company as the legal person which alone or jointly with others determines the purposes and means of the processing of Personal Data collected on PlateDetect.
- **"Device"** means any device that can access PlateDetect, such as a computer, a cell phone, or a digital tablet.
- **"Information"** means any and all information we receive from or about You via PlateDetect. This includes information collected from You directly or indirectly, manually or otherwise, via the PlateDetect website or application.

- **"NDPA"** means the Nigeria Data Protection Act, 2023.
- **"NDPC"** means the Nigeria Data Protection Commission.
- **"Personal Data"** is any information that relates to an identified or identifiable individual, such as your name, plate number, contact details, or location logs collected by PlateDetect.
- **"Service"** refers to the PlateDetect website, mobile applications, and backend systems.
- **"Service Provider"** means any third-party company or individual employed by us to facilitate PlateDetect, host the PlateDetect website, or perform services related to document fulfillment.
- **"Usage Data"** refers to data collected automatically, either generated by the use of PlateDetect or from the infrastructure of the PlateDetect website itself.
- **"Website"** refers exclusively to the official PlateDetect website and its associated portal.
- **"You"** means the individual, company, or legal entity accessing or using PlateDetect. Under the NDPA, You are the Data Subject or the User.

3. Acceptance of Terms

We obtain and use Information in accordance with this Privacy Policy. We will ask for your consent before using Personal Information in a manner other than as set out in this Privacy Policy.

BY USING PLATEDETECT, VISITING THE PLATEDETECT WEBSITE, OR SUBMITTING INFORMATION THROUGH OUR SERVICES, YOU EXPRESSLY CONSENT TO THE COLLECTION, PROCESSING, AND USE OF YOUR INFORMATION IN ACCORDANCE WITH THIS PRIVACY POLICY.

IF YOU DO NOT AGREE WITH OUR PRIVACY POLICY, PLEASE DO NOT USE THE PLATEDETECT WEBSITE, APPLICATION, OR SERVICES.

4. Obtaining and Using Personal Data

4.1 Types of Data Collected

To enable the core functionalities of PlateDetect, including but not limited to allowing vehicle owners to check, process, and renew their statutory vehicle documents, we collect distinct categories of data.

4.1.1 Document Verification & Profile Information

While using PlateDetect to process your documents (**Vehicle license, Road Worthiness, Hackney Permit, and Insurance**), we explicitly ask You to provide or verify the following personal data:

- **Plate Number:** To track vehicle records and assess real-time compliance status.
- **Full Name:** To assign ownership profiles and authenticate documents.
- **Phone Number:** For operational notifications, payment verification, and service alerts.
- **Home Address:** To facilitate delivery services and registration validation.
- Email address
- And such other Personal Information incidental to the aforementioned processing services or as mandated by regulatory authorities from time to time.
- Information provided when you correspond with us.

- Any updates to information provided to us to help us provide You with improved services.

4.1.2 Automatically Collected Data

- **Technical Information:** Internet protocol (IP) address used to connect Your device to the internet; browser type and version; operating system; and platform. We use this to measure the efficiency of the PlateDetect website and systems.
- **Usage Logs:** Time and length of visits to certain pages on the PlateDetect website, page interaction information (such as scrolling, clicks, and mouse-overs), and data provided when requesting document downloads or balance checks.

4.1.3 Third-Party Sources

In order to validate your vehicle's regulatory standing, PlateDetect receives personal information about You from official public agencies and partners (such as the Lagos State Vehicle Inspection Service (VIS) registry and insurance databases).

5. Cookies

We, and third parties we may partner with, may store and retrieve information on and from Your browser by placing a small text file called a "Cookie" on the PlateDetect website. By using PlateDetect or visiting the website, You agree that we may use, store, and access Cookies. We use Cookies and similar tracking technologies to track activity on the PlateDetect website, record system integrity, and analyze performance.

6. Non-Personal Information

Non-Personal Information may be collected, processed, and used in accordance with applicable law. Generally, the aggregate data PlateDetect collects is used only for our own internal purposes, for example, to improve the PlateDetect application, optimize website performance, and better tailor services to meet your needs.

7. Use of Personal Information

In general, Personal Information You submit to PlateDetect, or that is obtained by us, is used:

- To process, renew, and manage the specific vehicular documents requested (Vehicle License, Road Worthiness, Hackney Permit, Insurance).
- To communicate with You via the PlateDetect platform about your document application status, billing cycles, or citation alerts.
- To send You notifications by various means, including regular mail, email, telephone, or SMS.
- To resolve fee disputes, and for other associated billing services.

- To perform tasks carried out in synergy with public interest mandates and institutional integrations (e.g., VIS traffic compliance).
- To enhance security, prevent identity fraud, combat malware, and protect the PlateDetect infrastructure against security risks.
- To facilitate physical logistics and document delivery to your home address.
- To protect our business, enforce our agreements, and exercise our rights.

8. Disclosure of Personal Information

Except as otherwise stated in this Privacy Policy, we will not disclose or share Your Personal Information with third parties unless your consent is obtained. We share Your personal information in the following strategic operational situations:

- **With Government & Statutory Authorities:** We share records with the Lagos State Vehicle Inspection Service (VIS) and the Ministry of Transportation to process your valid legal permits and verify enforcement status.
- **With Insurance & Registry Databases:** To update and confirm compliance on the Nigerian Insurance Industry Database (NIID) and corresponding underwriters.
- **With Service Providers & Logistics Partners:** We may share Your name, phone number, and address with third-party courier services and payment processors to complete document fulfillment via PlateDetect. These partners have no independent right to use this data outside of helping us provide the Services.
- **For Legal Compliance:** With a legal, regulatory, or governmental body where required to comply with relevant laws or respond to court orders.
- **For Business Transfers:** If the platform or company undergoes a merger or asset sale, Your Personal Information related to PlateDetect may be among the assets transferred.

9. Retention of Your Personal Information

We keep Your Personal Information for as long as is necessary for the purposes for which the Personal Information is processed on PlateDetect. The length of time for which we retain Personal Information depends on the active nature of your vehicle registrations and requirements to comply with applicable state financial audit laws.

10. Transfer of Data

We may transfer the Information, including Personal Information, we collect about You to recipients in countries other than Nigeria in accordance with Section 41 and 43 of the NDPA. Such cross-border transfers are conducted using secure contractual clauses, and where mandated by current regulations, the approval of the Nigeria Data Protection Commission (NDPC) shall be sought and obtained.

11. Legal Bases for Our Use of Your Personal Information

We rely on Your consent, the performance of our service agreements, and our legitimate business interests as the legal bases for processing Personal Information through PlateDetect. Furthermore, because PlateDetect implements vehicle documentation tools alongside government organs, processing is supported by the performance of public interest mandates vested in state transport authorities.

If you later change your mind after providing consent, you may withdraw your consent by contacting us, and we will stop processing your data.

12. Links to Other Websites

Our Services and the PlateDetect website may contain links to outside portals or official payment gateways not owned or controlled by us. We have no control over, do not review, and are not responsible for the privacy practices or content displayed on such third-party websites.

13. Security and Confidentiality

We have put in place commercially reasonable technical and organizational protections and procedures to safeguard and secure the Personal Information we collect via PlateDetect and the PlateDetect website. However, even with these measures, no platform can guarantee 100% security against sophisticated risks, and by using our Service, You acknowledge this reality.

14. Access to, Correcting or Deleting Your Personal Information

If we hold Personal Information about You, You may request that we correct, amend, or delete information where it is inaccurate, within reason and in accordance with applicable laws. Prior to fulfilling any request, we will require You to provide information so that we may verify Your identity on PlateDetect.

15. Your Rights with Respect to Your Information

Under the NDPA 2023, as a data subject interacting with PlateDetect, you maintain distinct legal rights including:

- The right to access Your Personal Information;
- The right to restrict the use or object to the processing of Your Personal Information;
- The right to have incomplete or inaccurate data corrected;
- The right to require us to delete Your Personal Information in some limited circumstances;
- The right to request the transfer ("portability") of Your personal data in a portable, re-usable format;
- The right to withdraw Your consent.

16. Changes to this Privacy Policy

We may change this Privacy Policy at any time by posting a new version on the PlateDetect website. The new version will become effective on the date it is posted. Your continued use of PlateDetect shall constitute Your acceptance of any modifications, so please review it frequently.

17. Contact Us and Opting-Out

If You wish to exercise any of Your rights in relation to Your Personal Information, or if You have any questions regarding the collection or use of Your Information on PlateDetect, please contact our Compliance Officer at

- **Email Contact:** support@platedetect.com
- **Corporate Desk Address:** Lagos, Nigeria