

AUN360 Privacy Policy

AUN360 is committed to protecting the privacy and personal data of its users. This Policy explains how information is collected, used, stored, and protected when users access or use the AUN360 platform.

AUN360 processes personal data in accordance with applicable data protection laws, including the Nigeria Data Protection Act (NDPA 2023).

By using AUN360, users consent to the data practices described in this Policy.

Information We Collect

AUN360 may collect the following categories of information:

Account Information

- Full name
- Email address
- Phone number
- Profile details provided by the user

Transaction Information

- Order history
- Ride request records
- Wallet transaction records
- Payment confirmations

Location Data

Location data is collected only during active ride requests to enable ride coordination, tracking, and safety functionality. Location tracking does not occur outside active ride sessions.

Communication Data

- In-app messages and chat content
- Community posts and interactions

Messages and chat communications within AUN360 are protected using secure encryption protocols during transmission. Data is stored within secured system infrastructure and safeguarded against unauthorized access. Messages and content remain stored within the system unless deleted by the sender or author, subject to system limitations.

Device & Technical Information

Basic technical information may be collected to support system performance, security, and functionality.

AUN360 does not use third-party analytics tools at this time.

How We Use Information

Information collected is used to:

- Create and manage user accounts
- Process transactions and service requests
- Coordinate ride services
- Facilitate communication within the platform
- Maintain wallet balances for internal service payments
- Provide customer support
- Improve platform functionality and operational efficiency

Wallet & Payment Processing

AUN360 includes a closed-loop digital wallet used exclusively for payments within the platform.

- Wallet balances are maintained within the AUN360 system database.
- Wallet funds are used solely for paying for services available within the app.
- Withdrawals from the wallet are not supported.

Wallet funding and payment processing are facilitated through third-party payment gateways, including Paystack and Monnify by Moniepoint Microfinance Bank (MFB).

When funding a wallet, certain user information such as email address and payment details may be transmitted directly to these payment processors in accordance with their respective privacy policies.

AUN360 does not store full card details within its system.

Data Sharing

AUN360 does not sell personal data.

User information may be shared only:

- With third-party payment processors for transaction processing
- Where required by law or regulatory authorities
- To protect the rights, safety, or security of users or the platform

Data Storage & Security

User data is stored within secured system infrastructure. Reasonable technical and administrative safeguards are implemented to protect information against unauthorized access, alteration, disclosure, or destruction.

However, no digital system can guarantee absolute security.

User Rights

Users have the right to:

- Access their personal data
- Update account information
- Delete their account
- Request correction of inaccurate data

Account deletion requests may result in removal of access to platform services, subject to retention requirements for transactional records where applicable.

Data Retention

Personal data is retained only for as long as necessary to:

- Provide platform services
- Maintain transactional records
- Comply with legal or regulatory requirements

Policy Updates

This Privacy Policy may be updated periodically to reflect operational, regulatory, or technological changes. Users will be notified of significant updates where appropriate.

Contact Information

For privacy-related inquiries, data access requests, or questions regarding this Privacy Policy, users may contact:

AUN360 Support

Entrepreneurship Hub

24-Hour Library Building

American University of Nigeria

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