

GoMarketNG Privacy Policy

Operated by Byosworks Services

Effective Date: 16 October 2026

Website: <https://gomarket.ng/>

1. Introduction

GoMarketNG is a personal shopping, item delivery, and logistics service operated by Byosworks Services.

This Privacy Policy explains how we collect, use, store, disclose, and protect personal information when you visit our website, register an account, place an order, contact customer support, or use our services.

We are committed to handling personal information responsibly and in accordance with applicable Nigerian data-protection laws, including the Nigeria Data Protection Act, 2023.

2. Information We Collect

Depending on how you use GoMarketNG, we may collect the following information:

A. Personal and Account Information

- Full name.
- Phone number and email address.
- Account login and profile information.
- Saved addresses and delivery instructions.

B. Order and Transaction Information

- Items requested and shopping instructions.
- Order history, receipts, and order references.
- Delivery addresses and delivery status.
- Payment amount, transaction reference, and payment status.
- Refund requests, complaints, and customer-support communications.

C. Location Information

We may process delivery addresses and location information you provide to help us locate delivery points, plan routes, and complete orders.

If a feature requests access to your device's location, we will use that information in accordance with the applicable permissions and purposes disclosed to you.

D. Technical Information

When you use our website, we may collect technical information such as your IP address, browser type, device information, access times, pages visited, and relevant security logs.

Cookies or similar technologies may be used where necessary for website functionality, security, preferences, or analytics.

3. How We Use Your Information

We may use personal information to:

- Create and manage customer accounts.
- Receive and process shopping or delivery orders.
- Communicate order confirmations, updates, and delivery information.
- Process payments, refunds, and transaction reconciliations.
- Respond to complaints and customer-support requests.
- Prevent fraud, unauthorised transactions, and misuse of our services.
- Maintain website security and improve performance.
- Meet applicable accounting, tax, regulatory, and legal obligations.
- Send promotional communications where permitted and, where required, with your consent.

We will not use your information for purposes that are incompatible with the purposes disclosed to you, unless permitted by law.

4. Lawful Basis for Processing

Depending on the circumstances, we may process personal information on one or more lawful bases, including:

- **Contract:** To create your account, fulfil your order, and provide requested services.
- **Legal obligation:** To comply with applicable legal, tax, accounting, and regulatory requirements.

- **Legitimate interests:** To secure our platform, prevent fraud, resolve disputes, and improve our services, where permitted and where your rights do not override those interests.
- **Consent:** Where consent is required, including for certain optional communications or data uses.

Where we rely on consent, you may withdraw it, subject to legal requirements and the consequences of withdrawing consent for the relevant service.

5. Payments and Third-Party Providers

GoMarketNG may use third-party payment providers, including Flutterwave, to facilitate online payments.

Your payment may be processed under the payment provider's own terms and privacy policy. Depending on the integration, the provider may receive information needed to process or verify a transaction.

We do not intend to collect or store your full card PIN, online banking password, or other confidential banking authentication credentials.

We may share necessary order information with payment providers to confirm transactions, reconcile payments, or investigate disputes.

6. Sharing Your Information

We may share relevant personal information with:

- Delivery personnel, logistics partners, or service providers who need it to fulfil your order.
- Payment processors and financial institutions for transaction processing.
- Hosting, security, communications, and technical service providers supporting our operations.
- Professional advisers, auditors, or insurers where reasonably necessary.
- Law-enforcement agencies, regulators, or courts where disclosure is legally required or otherwise permitted.

We limit the information shared to what is reasonably necessary for the relevant purpose, subject to applicable law and appropriate safeguards.

We do not sell your personal information to third parties.

7. International Transfers

Some of our technology, hosting, communications, or payment providers may process information outside Nigeria.

Where personal information is transferred internationally, we will take the steps required under applicable data-protection law to ensure that the transfer is lawful and that appropriate safeguards are in place.

8. Data Retention

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including fulfilling orders, maintaining accounts, resolving complaints, preventing fraud, and complying with legal obligations.

When information is no longer required, we will take appropriate steps to delete, anonymise, or securely dispose of it, subject to lawful retention requirements and the need to preserve relevant records.

9. Data Security

We implement reasonable technical and organisational measures intended to protect personal information against unauthorised access, disclosure, alteration, loss, or destruction.

However, no internet transmission or electronic storage system can be guaranteed to be completely secure. You should keep your login credentials confidential and notify us if you suspect unauthorised access to your account.

Where required by law, we will take appropriate action in response to personal-data breaches and notify relevant persons or authorities.

10. Your Privacy Rights

Subject to applicable law and any relevant exceptions, you may have the right to:

- Request access to your personal information.
- Correct inaccurate or incomplete information.
- Request deletion of information where legally applicable.
- Object to or request restriction of certain processing.
- Withdraw consent where processing is based on consent.
- Request data portability where applicable.

- Lodge a complaint with the relevant data-protection authority.

To exercise these rights, contact us using the details in Section 14. We may need to verify your identity before responding.

Certain information may need to be retained where required by law or necessary to establish, exercise, or defend legal claims.

11. Cookies and Website Analytics

Our website may use cookies or similar technologies to maintain sessions, support account functions, improve security, remember preferences, or analyse website usage.

Where consent is required for non-essential cookies or tracking, we will seek consent and provide appropriate choices.

You can also manage cookies through your browser settings. Disabling certain cookies may affect website functionality.

12. Children's Privacy

GoMarketNG is intended for people who can legally enter into the relevant transactions. Children should not provide personal information or place orders independently where they lack legal capacity to do so.

Where we become aware that personal information has been collected unlawfully from a child, we will take appropriate steps in accordance with applicable law.

13. Third-Party Websites

Our website may contain links to third-party websites or services. Their privacy practices are governed by their own policies.

We encourage you to review the relevant privacy notices before submitting personal information to those services.

14. Contact and Privacy Requests

For questions, complaints, or requests relating to your personal information, contact:

Byosworks Services — GoMarketNG

Email: admin@gomarket.ng

WhatsApp: 08075174855

Website: <https://gomarket.ng/>

Please describe your request clearly. Do not send passwords, card PINs, or other sensitive authentication credentials.

If your concern is not resolved, you may also contact the Nigeria Data Protection Commission through its official website: <https://ndpc.gov.ng/>

15. Changes to This Privacy Policy

We may update this Privacy Policy when our services, technology, or legal obligations change.

The latest version will be published on our website with its effective date. Where required, we will provide additional notice or seek consent for material changes.

Thank you for trusting GoMarketNG with your information.