

MUHTARIF SUPPORT & SOLUTION

PRIVACY POLICY

Version 1.0 | Effective Date: 27 September 2026 | Review Frequency: Annually

Introduction

Muhtarif Support & Solution respects your privacy and is committed to protecting the personal information you provide when you interact with our website, contact us, request information, or use our services. This Privacy Policy explains what information we may collect, how we use it, how it may be shared, how we protect it, and the choices and rights available to you.

This policy is intended to provide clear information about our privacy practices. It should be read together with any additional notices that may be presented when specific information is collected.

1. Important Information and Who We Are

Purpose of this Privacy Policy

This Privacy Policy explains how Muhtarif Support & Solution collects and processes personal information when you visit our website, contact us, submit an enquiry, request information, or otherwise interact with us.

Company and Contact Details

Company	Muhtarif Support & Solution
Email	info@muhtarifsupport.com
Telephone	+234 907 124 7869

2. The Information We Collect

The information we collect depends on how you interact with our website and services. It may include:

- **Identity Data:** such as your name or other identifier you choose to provide.
- **Contact Data:** such as email address and telephone number.
- **Message and Enquiry Data:** information contained in messages, enquiries, requests, or other communications you send to us.
- **Technical Data:** information that may be generated when you use the website, such as IP address, browser type, device information, operating system, and technical information required for website security and operation.
- **Usage Data:** information about how you interact with and use the website, where such information is collected.

We do not intentionally request sensitive personal information through our website unless it is necessary for a specific purpose and appropriate safeguards are in place.

3. How Your Personal Data Is Collected

- **Direct interactions:** You may provide information when you complete a contact form, send an email, call us, submit an enquiry, or otherwise communicate with us.
- **Automated technologies:** Some technical or usage information may be collected automatically when you visit or use the website, depending on the technologies and services implemented on the site.

4. How We Use Your Personal Data

We use personal information only for appropriate business and operational purposes, including:

- Responding to enquiries, messages, requests, and other communications.
- Providing information about our services and responding to prospective or existing clients.
- Managing and maintaining our website and its functionality.
- Improving our website, services, communications, and user experience.
- Protecting the security of our website, systems, and users and helping to prevent misuse or fraud.
- Complying with applicable legal, regulatory, accounting, or record-keeping obligations.

5. Legal Bases for Processing

Where applicable data-protection law requires a lawful basis for processing personal data, we may rely on one or more of the following depending on the circumstances:

- **Consent:** where you have actively agreed to a specified use of your information.
- **Contract:** where processing is necessary to enter into or perform an agreement with you.
- **Legal obligation:** where processing is necessary to comply with a legal or regulatory requirement.
- **Legitimate interests:** where processing is necessary for legitimate business purposes and those interests are not overridden by applicable privacy rights.

6. Cookies and Similar Technologies

Our website may use cookies or similar technologies to support website functionality, security, performance, analytics, or other features. The specific cookies used depend on the services and technologies implemented on the website.

Where applicable, non-essential cookies or similar technologies will be handled in accordance with applicable consent requirements. You can also control cookies through your browser settings, although disabling certain cookies may affect website functionality.

7. Disclosure of Personal Data

We may share personal information where reasonably necessary for the purposes described in this policy. This may include sharing with:

- Website hosting, infrastructure, security, analytics, email, and other technology service providers that help us operate our website and business.
- Professional advisers or service providers where reasonably necessary for business, legal, accounting, or compliance purposes.
- Government authorities, regulators, law-enforcement bodies, or other parties where disclosure is required or permitted by applicable law.

We expect service providers handling personal information on our behalf to apply appropriate safeguards and process information only for authorized purposes.

8. International Transfers

Some technology and service providers used to operate a modern website may process information in countries other than the country in which you are located. Where personal information is transferred internationally, we will take appropriate steps required by applicable data-protection law to protect that information.

9. Data Security

We take reasonable technical and organizational measures designed to protect personal information against unauthorized access, loss, misuse, alteration, or disclosure. Access to personal information is limited to people and service providers who need it for legitimate purposes.

No method of transmitting or storing information is completely secure. Therefore, while we take reasonable steps to protect your information, we cannot guarantee absolute security.

10. Data Retention

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including where necessary to provide services, maintain business records, resolve disputes, enforce agreements, or comply with legal and regulatory obligations.

The appropriate retention period depends on the type and purpose of the information and any applicable legal or regulatory requirements.

11. Your Privacy Rights

Depending on your location and the data-protection laws applicable to you, you may have rights concerning your personal information. These may include:

- Requesting access to personal information we hold about you.
- Requesting correction of inaccurate or incomplete information.
- Requesting deletion of personal information where applicable.
- Requesting restriction of processing in certain circumstances.
- Objecting to certain processing activities where applicable.
- Withdrawing consent where processing is based on consent.
- Requesting a copy of certain information in a portable format where applicable.

These rights are not absolute and may be subject to legal exceptions or limitations. To exercise an applicable right, contact us using the details in this policy.

12. Third-Party Websites

Our website may contain links to third-party websites or services. We are not responsible for the privacy practices, content, or security of those third parties. We recommend reviewing the privacy policy of any third-party website you visit.

13. Children's Privacy

Our website and services are intended for general business and professional use. We do not knowingly seek to collect personal information from children. If you believe that a child has provided personal information to us, please contact us so that we can assess and take appropriate action.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, website, technology, legal requirements, or privacy practices. When we make changes, we will update the effective date shown at the beginning of the policy. We encourage you to review this page periodically.

15. Contact Us

If you have questions about this Privacy Policy, want to exercise an applicable privacy right, or have a concern about how your information is handled, please contact Muhtarif Support & Solution:

Email: info@muhtarifsupport.com

Phone: +234 907 124 7869

This Privacy Policy is provided as a website privacy-policy draft based on the supplied reference document and the website/company information provided. It should be reviewed against the company's actual data practices and applicable local laws before publication as a final legal document.