

Privacy Policy

Artisan Connect Global Limited · Last updated 4 August 2026

We connect customers with verified artisans. That only works if we handle your data properly. Here's exactly what we do with it, in plain terms.

We are the data controller under the Nigeria Data Protection Act 2023 (NDPA). Questions: artisan@artisanconnect.app.

● What we collect

- **Account:** name, email, phone, password (encrypted, so we never see it), and your role.
- **Artisan profile:** trade, experience, service area, photos, and pricing you choose to show.
- **Identity verification:** for artisans only. Your NIN or BVN and a liveness selfie, checked through **Dojah**. See the box below.
- **Payments:** handled by **Paystack**. We never see or store your card number.
- **Activity:** messages, quotes, reviews, searches, and basic device and location data to match you with nearby artisans.

About your NIN and BVN. Dojah runs the check against the national database and returns only a **pass/fail result** and a reference. We store the result, **not your actual NIN or BVN**.

● Why we use it

To run your account and the marketplace; verify artisans; process payments and payouts; publish reviews; rank search results; prevent fraud; support you; and meet our legal obligations. We send marketing only if you opt in, and you can opt out anytime.

We rely on the lawful bases in the NDPA: mostly performing our contract with you, your consent (for verification and marketing), and our legitimate interest in running a safe, trustworthy platform.

● Who sees it

- **Other users:** your artisan profile, rating, and reviews are public. Contact details are shared only when a job is funded.
- **Our providers:** Dojah (verification), Paystack (payments), plus our hosting, CRM, and messaging tools, each under contract and only to do their job.
- **Authorities:** only where the law requires it.

We never sell your data. Full stop.

Some providers (like our CRM) process data outside Nigeria. Where that happens, we use the transfer safeguards the NDPA requires.

● How long we keep it

Account data while you're active, then deleted or anonymised. Payment and verification records are kept longer where the law requires (tax, anti-fraud). Reviews stay public as part of the trust record even after an account closes.

● Your rights

You can **access, correct, delete, or export** your data, **object** to certain uses, and **withdraw consent** anytime. Email artisan@artisanconnect.app and we'll respond within 30 days.

You can also complain to the **Nigeria Data Protection Commission** (ndpc.gov.ng), but please talk to us first, we'd rather fix it.

● Security & children

We encrypt your data, limit who can access it, and if a serious breach ever happens we'll tell the regulator within 72 hours and you without delay. No system is perfectly secure, and we won't pretend otherwise.

The platform is for adults. We don't knowingly collect data from anyone under 18.

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