Privacy Policy

How Stocklane handles personal information

Provider: [Stocklane Legal Entity Name]

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Complete every bracketed field and obtain legal advice from counsel qualified in each market before publishing or signing this document.

This Privacy Policy explains how [Stocklane Legal Entity Name] (Stocklane, we, us or our) handles personal information when you visit Stocklane, create or administer a workspace, use the Service, contact us, or receive a direct communication from us. It does not replace the privacy notice of a merchant that uses Stocklane to manage its own customers.

1 Who this policy covers

Stocklane is a business software service for retail operations. It is intended for business users and is not directed to children. A person creating a workspace must be authorised to act for the relevant business.

A merchant using Stocklane normally decides why and how it handles its staff, supplier, customer, loyalty and transaction records. For that data, the merchant is generally the Controller and Stocklane acts as its Processor under the Data Processing Agreement. Contact the merchant first for requests about those records.

2 Information we collect

Category	Examples and purpose
Account and business information	Name, business name, email, username, role, contact information, business and branch configuration. We use it to create, administer and secure workspaces.
Service and operational information	Inventory, product, location, audit, user-access, point-of-sale, reporting and support records. We process it to operate the Service for the merchant.
Customer loyalty information	Customer name, contact details, consent setting, points, visit history and purchase-derived engagement information entered by a merchant. We process this on the merchant's instructions.
Payment-related records	Payment method, transaction reference and cash, card or transfer totals recorded by the merchant. The Service is designed to record operational payment references and not full payment-card numbers or verification codes.
Technical and security information	Login events, device or browser information, IP address, diagnostic logs, security records and service usage needed to operate, secure and improve the Service.
Uploaded content	Product images, logos and other files uploaded by an authorised user. We use these to display and manage the relevant workspace content.

3 How we use information

• Provide, configure, support, troubleshoot and improve the Service.

• Authenticate users, enforce role and tenant access, prevent fraud, protect security and investigate misuse.

• Communicate about account setup, password recovery, service changes, security matters, support and contract administration.

• Comply with legal obligations, resolve disputes and enforce our agreements.

• Send Stocklane marketing only where permitted by law and, where required, with valid consent and a working opt-out method.

4 Legal bases

Depending on the context and applicable law, Stocklane relies on performance of a contract, legitimate interests such as security and service administration, consent, legal obligation, or another lawful basis. Merchants are responsible for selecting and documenting the lawful basis for their own customer and staff data.

5 Marketing and loyalty

A merchant may create promotions in the Service. Stocklane does not permit a promotion plan to override a person's communication choice. Before a merchant sends promotional email, SMS, WhatsApp or other direct marketing, it must obtain and record any consent required by applicable law and provide a simple way to withdraw it.

Stocklane account and security messages are transactional. If we send our own marketing, every message will identify the sender, explain how to opt out, and be handled through a suppression process.

6 Sharing and service providers

We share information only with the relevant merchant, authorised users, service providers that help us host, store, secure, send email or support the Service, professional advisers, regulators, law enforcement where legally required, and a successor in a permitted corporate transaction. Service providers may process information only for authorised purposes and under appropriate obligations.

7 International transfers

Our service providers and infrastructure may process information in countries other than the country in which it was collected. Where a transfer is regulated, we will use an applicable lawful transfer mechanism and appropriate safeguards.

8 Security and retention

We use safeguards appropriate to the nature of the information and the risks involved, including access control, tenant separation, authentication, audit logging and secure configuration practices. No system is completely secure; users must protect credentials and report suspected account misuse promptly.

We retain information only as long as needed for the purpose collected, the merchant's instructions, contractual requirements, security, dispute resolution, legal obligations and protected backup cycles.

9 Your choices and rights

Subject to applicable law, you may have rights to request access, correction, deletion, restriction, objection, portability, withdrawal of consent and information about our processing. Submit a request to [privacy@yourdomain.com]. We may ask for information needed to verify the request and will respond within the time required by applicable law.

For a merchant's customer, employee, loyalty or transaction data, submit the request directly to that merchant. We will assist the merchant as our contractual and legal duties require. You may also have the right to complain to the Nigeria Data Protection Commission or another competent supervisory authority.

10 Uploaded content and copyright

Users must upload only content they have the right to use. To report alleged copyright or other rights infringement, contact [legal@yourdomain.com] with a description of the work, the location of the content, your contact details, a good-faith statement and a statement of authority. We may remove or disable access to content while we assess a complaint.

11 Changes and contact

We may update this Policy when the Service, law or our practices change. We will post the updated version and change the effective date. For privacy questions contact [privacy@yourdomain.com]. For support contact [support@yourdomain.com]. Our registered address is [Registered Address].