
Privacy Policy for Kobosmart

Effective Date: 10th September, 2025

Kobosmart (“we,” “our,” “us”) is a technology-driven utility company dedicated to transforming estate operations through seamless automation. We are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your data when you use our services, website, and mobile applications (collectively, “Services”).

1. Information We Collect

When you use Kobosmart, we may collect the following types of information:

- **Personal Information:** Name, phone number, email address, home/estate address, payment details, and identification information provided during registration or use of estate services.
 - **Transaction Information:** Bills, payments, receipts, and financial records associated with your estate account.
 - **Guest & Visitor Data:** Details submitted for guest management, such as visitor names, entry/exit logs, and authorization records.
 - **Device Information:** IP address, mobile device type, operating system, and app usage statistics.
 - **Location Information (if enabled):** Used to facilitate estate access or location-based features.
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2. How We Use Your Information

We process collected data to:

- Provide, operate, and improve our Services.
- Automate estate processes such as guest access, billing, and payments.
- Personalize bills and notifications for residents.
- Ensure accurate financial reconciliation for estate administrators.
- Enhance security and accountability across the estate.
- Send important updates, alerts, and service-related communications.
- Comply with legal, regulatory, and financial obligations.

3. How We Share Your Information

We **do not sell** your personal information. We may share data only in the following circumstances:

- **With Estate Administrators:** To facilitate operations, billing, and accountability.
- **With Service Providers:** Trusted third parties who assist with payment processing, cloud hosting, and technical support.
- **For Legal Compliance:** When required by law, regulation, or government request.
- **For Security Purposes:** To prevent fraud, unauthorized access, or other harmful activities.

4. Data Security

We implement industry-standard safeguards to protect your information, including encryption, secure payment gateways, and access controls. While we take reasonable steps to secure your data, no system can be guaranteed 100% secure.

5. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes described in this Privacy Policy or as required by law. When no longer needed, data will be securely deleted or anonymized.

6. Your Privacy Rights

You have the right to:

- Access the personal information we hold about you.
- Request corrections or updates to inaccurate data.
- Request deletion of your personal information (subject to legal and contractual requirements).
- Opt out of non-essential communications such as marketing messages.

To exercise these rights, please contact us at support@kobosmart.com

7. Children's Privacy

Our Services are not directed to individuals under the age of 18. We do not knowingly collect information from children. If you believe a child has provided us with personal data, please contact us to request deletion.

8. International Data Transfers

If you access our Services from outside Nigeria, please note that your data may be transferred to and processed in countries where data protection laws may differ from those in your jurisdiction.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When changes are made, we will update the "Effective Date" and notify users where appropriate. Continued use of our Services means you accept the updated Privacy Policy.

10. Contact Us

If you have questions or concerns about this Privacy Policy or our data practices, please contact us at:

Kobosmart
Email: support@kobosmart.com
Address: **5 Sophie Kuye Street, Gbagada, Lagos**