



URBEX AFRICA TECHNOLOGY LIMITED

Urbex Africa Terms and Conditions for Urbex Estate App

Last Updated: 18th December, 2024

Effective Date: 18th December, 2024

Urbex Estate ("we," "our," or "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our community management app (the "App"). By using the App, you agree to the terms of this Privacy Policy. If you do not agree, please do not use the App.

1. Information We Collect

We collect the following types of information to provide and improve our services:

a. Personal Information

When you create an account or use the App, we may collect personal information, including but not limited to:

- Name
- Email address
- Phone number
- Address



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- Payment information (for dues and contributions)

b. Non-Personal Information

We may collect non-personal information, such as:

- Device information (e.g., device type, operating system, browser type)
- Usage data (e.g., interactions with the App, access times, pages viewed)
- Log data (e.g., IP address, app performance logs)

c. Sensitive Data

The App may allow users to raise alarms or send security alerts, which could involve sensitive information. Such data is treated with the highest level of confidentiality.

2. How We Use Your Information

We use the information we collect to:

- Provide access to the App's features, such as generating access codes and paying estate dues.
- Facilitate contributions towards estate projects and other community initiatives.
- Send notifications, security alerts, and updates.
- Improve the functionality and user experience of the App.
- Process payments and maintain transaction records.



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- Ensure the security and integrity of the community and App.
 - Comply with legal obligations.
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3. How We Share Your Information

We may share your information in the following circumstances:

a. With Community Administrators

Your name, payment status, and access details may be shared with estate administrators for community management purposes.

b. Service Providers

We may share information with third-party vendors who help us operate the App, such as payment processors or cloud service providers.

c. Legal Obligations

We may disclose your information if required to comply with legal obligations or to protect the rights, safety, and property of users and the community.

d. Aggregated Data

Non-personal, aggregated data may be shared with third parties for analytics or research purposes.



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4. Data Security

We implement industry-standard security measures to protect your information, including encryption, secure servers, and regular security audits. However, no system is completely secure, and we cannot guarantee the absolute security of your data.

5. Your Rights

Depending on your location, you may have the following rights:

- **Access:** Request access to the personal information we hold about you.
- **Correction:** Request correction of inaccurate or incomplete information.
- **Deletion:** Request deletion of your account or data, subject to legal or contractual obligations.
- **Opt-Out:** Opt out of marketing communications or data collection.

To exercise your rights, please contact us at team@urbex.africa.



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6. Data Retention

We retain your information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required by law.

7. Third-Party Links

The App may contain links to third-party websites or services. We are not responsible for the privacy practices of these third parties, and we encourage you to review their policies.

8. Updates to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted within the App, and the "Effective Date" will be updated. Your continued use of the App after changes are made constitutes acceptance of the updated Privacy Policy.

9. Contact Us

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



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Thank you for trusting Urbex Estate to manage your community securely and efficiently.



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