

Privacy Policy

Introduction

At WayPay, we are committed to protecting your privacy and ensuring the security of your personal and payment information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our payment processing services. By accessing or using our services, you agree to this Privacy Policy. If you do not agree, please refrain from using our services.

1. Information We Collect

We collect information necessary to provide our payment processing services effectively and securely. This includes:

- **Personal Data:** Information that identifies you as an individual or entity, such as your name, business name, email address, mailing address, phone number, and tax identification number. This information is typically collected when you register for a merchant account or contact us for support.
- **Transaction Data:** Details of the transactions processed through our services, including payment amounts, dates, and methods of payment (e.g., credit card details, bank account information).
- **Technical Data:** Information automatically collected when you access our website or services, such as your IP address, browser type, operating system, and device information.
- **Compliance Data:** Information we collect to comply with legal and regulatory requirements, such as anti-money laundering (AML) and “Know Your Customer” (KYC) checks, including government-issued identification documents or tax information.

2. How We Use Your Information

We use the information we collect to:

- **Verify Your Identity:** To comply with legal obligations, including performing KYC, AML, and fraud detection checks.
- **Provide Customer Support:** To address any inquiries, disputes, or technical issues related to our services.
- **Improve Our Services:** To improve and customize our payment processing platform, including enhancing security features and addressing system performance issues.
- **Compliance with Legal Requirements:** To meet our legal obligations, such as reporting and auditing requirements, or responding to lawful requests from law enforcement or regulatory authorities.
- **Communicate with You:** To send you important notices, such as updates to our services, security alerts, or changes to our terms or policies.

3. Sharing Your Information

We do not sell or rent your personal information. However, we may share your information in the following circumstances:

- **Service Providers:** We share your information with third-party service providers that assist us in delivering our services, such as banks, payment networks, and fraud detection agencies. These service providers are required to protect your data and use it only for the purpose of providing their services.
- **Legal Compliance:** We may disclose your personal data to comply with legal obligations, respond to legal processes, or cooperate with law enforcement or regulatory authorities.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your information may be transferred as part of the transaction. We will notify you if your information is subject to new privacy practices.
- **Fraud and Security:** To protect the rights and safety of our customers, company, or others, we may share your information in cases of suspected fraud, security threats, or violations of our terms of service.

4. Data Security

We implement industry-standard security measures, including encryption and secure data storage, to protect your personal and financial information. However, no method of transmission over the Internet or method of electronic storage is 100% secure, so we cannot guarantee absolute security.

5. Your Rights and Choices

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

- **Access:** You can request a copy of the personal information we hold about you.
- **Correction:** You can request that we correct any inaccurate or incomplete information.
- **Deletion:** You can request that we delete your personal data, subject to certain legal or regulatory obligations.
- **Restriction:** You can request that we limit the processing of your personal information under certain circumstances.
- **Data Portability:** You can request that we transfer your personal data to another service provider in a structured, commonly used format.

To exercise any of these rights, please contact us using the details provided below.

6. Retention of Data

We retain your personal information for as long as is necessary to provide our services, fulfil the purposes outlined in this policy, or comply with legal, tax, or regulatory requirements. After this period, your information will be securely deleted or anonymised.

7. International Data Transfers

Your information may be transferred to, and maintained on, servers located outside your country or jurisdiction. If you are located in the European Economic Area (EEA), we will ensure that your data is adequately protected by implementing appropriate safeguards as required by law.

8. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience on our website. Cookies help us understand how you interact with our site and allow us to improve its functionality. You can control cookie settings through your browser preferences, but please note that disabling cookies may affect the functionality of our services.

9. Children's Privacy

Our services are not intended for children under the age of 18. We do not knowingly collect personal data from minors. If we discover that we have inadvertently collected information from a minor, we will take steps to delete it.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page, and we will notify you of significant updates via email or through our services. Your continued use of our services after the changes are posted will indicate your acceptance of the updated policy.

11. Contact Us

If you have any questions or concerns about this Privacy Policy or your personal data, please contact us at:

Email: office@waypay.solutions