

SAXN PARK – PRIVACY POLICY

Last Updated: 01/31/2026

At Saxn Park, your privacy and data security are important to us.

This Privacy Policy explains how we collect, use, share, and protect your personal information when you use the Saxn Park platform, mobile application, or related services (collectively, the “Service”).

By accessing or using Saxn Park, you agree to the terms of this Privacy Policy.

If you do not agree, please discontinue use of the Service.

1. Information We Collect

We collect information necessary to provide safe, efficient, and personalized parking services.

a. Information You Provide

- **Account information: Name, phone number, email address, password, and profile photo.**
- **Payment information: Billing details, payment method, and transaction records (processed securely through third-party payment providers such as Stripe, Apple Pay, or Google Pay).**
- **Vehicle information: License plate number, vehicle type, or registration details used for access and identification.**
- **Operator information: Parking facility name, address, rates, schedules, and operational settings.**
- **Customer support communications: Messages, inquiries, or feedback submitted to our support team.**

b. Information Collected Automatically

When you use the Service, we may automatically collect:

- **Device information: Device model, operating system, browser type, and app version.**
- **Usage information: Pages visited, actions taken, and time spent using the Service.**

- **Location data: GPS coordinates when location-based features are enabled (with your permission).**
 - **Log information: IP address, timestamps, and system activity logs.**
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2. How We Use Your Information

We use your information to:

- **Create and manage user accounts.**
- **Process parking bookings, payments, and refunds.**
- **Identify vehicles for parking access and exit.**
- **Provide parking availability, alerts, and operational updates.**
- **Improve platform performance and user experience.**
- **Communicate service-related notifications and security alerts.**
- **Protect against fraud, misuse, and unauthorized access.**
- **Comply with applicable legal and regulatory requirements.**

We collect and use only the data necessary to operate and improve the Service.

3. SMS Communications and Consent

Saxn Park may use your mobile phone number to send SMS messages strictly for transactional and account-related purposes, including one-time passcodes (OTP) for authentication, password reset, and security verification.

- **SMS messages are sent only after you explicitly provide consent through the Saxn Park platform by actively checking an unchecked SMS consent checkbox.**
- **Saxn Park does not send marketing, promotional, or bulk SMS messages.**
- **Message frequency is limited to transactional authentication events only.**
- **Message and data rates may apply depending on your mobile carrier.**
- **You may opt out of receiving SMS messages at any time by replying STOP.**

- For assistance, reply HELP or contact Saxn Park support at parking@saxnpark.com.

Your SMS consent information is used solely to provide the Service and is not shared with third parties for marketing purposes.

4. Sharing of Information

We do not sell or rent your personal information.

We may share limited data with trusted third parties only as necessary to provide the Service, including:

- Payment processors to complete secure transactions.
- Parking facility operators to manage bookings and access control.
- Technology and hosting providers supporting platform operations.
- Legal or regulatory authorities when required by law.

All third parties are contractually required to protect your data and use it only for legitimate operational purposes.

5. Data Retention

We retain personal information only for as long as necessary to:

- Provide and maintain the Service.
- Comply with legal, accounting, or regulatory obligations.
- Resolve disputes and enforce agreements.

When no longer required, data is securely deleted or anonymized.

6. Data Security

We implement industry-standard security measures, including encryption, access controls, and monitoring, to protect personal data from unauthorized access or disclosure.

While we take reasonable steps to protect your data, no system can be guaranteed to be completely secure.

7. Cookies and Tracking Technologies

We use cookies and similar technologies to:

- **Improve functionality and personalization.**
- **Analyze usage patterns and performance.**
- **Remember user preferences and login sessions.**

You may manage cookie settings through your browser; however, disabling cookies may affect Service functionality.

8. Your Privacy Rights

Depending on your location, you may have the right to:

- **Access your personal information.**
- **Request correction or deletion of your data.**
- **Withdraw consent where applicable.**
- **Restrict or object to certain data processing activities.**
- **Request data portability where required by law.**

To exercise these rights, contact saxnpark@saxnpark.com.

9. International Data Transfers

Your information may be processed or stored in jurisdictions outside your country of residence.

When this occurs, Saxn Park ensures appropriate safeguards are in place consistent with applicable data protection laws, including GDPR and NDPR standards.

10. Children's Privacy

Saxn Park does not knowingly collect personal information from individuals under the age of 18.

If we become aware that such data has been collected, it will be promptly deleted.

11. Updates to This Policy

We may update this Privacy Policy periodically.

Revisions will be posted on our website and mobile app with the updated “Last Updated” date.

12. Law Enforcement and Public Authority Data Request Policy

12.1 Overview

Saxn Park may receive lawful requests from government entities, regulatory authorities, courts, or law enforcement officers (“Public Authority Requests”) seeking access to or disclosure of personal information about our users. We take user privacy seriously and handle all such requests in accordance with applicable data protection laws, including the EU General Data Protection Regulation (GDPR), the Nigeria Data Protection Regulation (NDPR), and the California Consumer Privacy Act (CCPA), as well as other relevant local laws.

12.2 Review and Legal Assessment

We evaluate every request for personal data to determine whether it is valid, appropriately scoped, and legally enforceable.

Before disclosing any information:

- We verify that the requesting authority has proper legal authority.**
- We assess the scope of the request to ensure we provide only the minimum information necessary to comply with the law.**
This review may involve consultation with legal counsel or internal compliance teams to ensure the request complies with applicable law and respects individual privacy rights.

12.3 Data Minimization and Disclosure

If a valid request is received:

- **We will disclose only the specific personal information required by law or legal process.**
- **We will not provide additional personal data beyond what is strictly necessary to fulfill the request.**
This approach ensures compliance with data minimization principles under GDPR, NDPR, and similar frameworks.

12.4 Challenging Unlawful or Overly Broad Requests

Where permitted by law, Saxn Park may:

- **Object to, challenge, or narrow requests that we believe are unlawful, overly broad, ambiguous, or not supported by proper legal authority.**
- **Seek clarification, limit the data requested, or petition a court to protect user privacy when appropriate.**

12.5 Documentation and Record Keeping

For accountability and compliance purposes, we maintain internal records of:

- **All public authority requests received.**
- **Our assessment of each request's validity.**
- **Information disclosed in response to each request.**
These records may include the identity of the requestor, the legal basis for the request, and the data provided. Keeping this documentation helps us ensure compliance and transparency in how user data is handled.

12.6 Notice to Users (Where Law Permits)

Unless prohibited by law or legal process, Saxn Park will notify users whose personal data is the subject of a law enforcement or regulatory request and provide an opportunity to review or challenge the request together with us.

In some circumstances, public authorities may legally prohibit such notice; where this is the case, we must comply with those legal restrictions.

12.7 Legal Frameworks Covered

This policy applies where Saxn Park is subject to the following privacy standards and laws, including but not limited to:

- **GDPR (EU/EEA): mandates lawful basis for processing and limits disclosure except where legally required.**

- **NDPR (Nigeria): provides for lawful processing and disclosure under regulated conditions.**
- **CCPA (California): requires transparent disclosures about personal information and limits use/disclosure except as expressly provided by law.**

13. Contact Us

If you have questions or concerns about this Privacy Policy, please contact us:

Email: parking@saxnpark.com

Website: www.saxnpark.com