

Privacy Policy

Masterrisks | Effective: 24 March 2026

At Masterrisks, your privacy is important to us. This Privacy Policy explains how we collect, use, store, and protect your personal information when you visit masterrisks.com, use our services, purchase products, or enrol in our courses.

1. Who We Are

Masterrisks is a technology risk, governance, and child safety organisation based in Lagos, Nigeria.

Business Name: Masterrisks

Address: 5B Yomi Kuye Close, Shangisha, Lagos, Nigeria

Email: info@masterrisks.com

Phone: +234 802 216 6753

2. Information We Collect

2.1 Information you provide directly

- Full name and contact details (email address, phone number)
- Billing and shipping address for shop orders
- Payment information (processed securely via our payment provider — we do not store card details)
- Messages submitted through our Contact form
- Course enrolment and learning progress data
- Safety assessment request details

2.2 Information collected automatically

- IP address and browser type
- Pages visited and time spent on the site
- Device type and operating system
- Cookies and similar tracking technologies (see Section 7)

3. How We Use Your Information

We use your personal information to:

- Process and fulfil orders from our shop
- Deliver courses and educational content through the Excellence Institute
- Respond to enquiries and provide customer support
- Book and conduct safety assessments (SafelyKids service)

- Send transactional emails (order confirmations, receipts, course updates)
- Send marketing communications where you have given consent
- Improve our website and services through analytics
- Comply with legal and regulatory obligations under Nigerian law

4. Legal Basis for Processing

We process your data on the following legal bases under the Nigeria Data Protection Regulation (NDPR) 2019:

- Contract: to fulfil orders and service agreements
- Consent: for marketing emails and non-essential cookies
- Legitimate interest: to improve our services and protect the security of our website
- Legal obligation: where required by Nigerian law

5. Sharing Your Information

We do not sell your personal data. We may share it with:

- Payment processors to handle transactions securely
- Delivery/logistics partners for physical product orders
- Email and course platform providers who support our services
- Regulatory authorities if required by law

All third-party partners are required to handle your data in accordance with applicable data protection laws.

6. Data Retention

We retain your personal data only for as long as necessary:

- Order records: 7 years (for tax and legal compliance)
- Course enrolment data: duration of your enrolment plus 2 years
- Contact form enquiries: 2 years
- Marketing consent records: until you withdraw consent

7. Cookies

Our website uses cookies to improve your experience. Cookies are small text files stored on your device. We use:

- Necessary cookies: essential for the site to function (cannot be disabled)
- Analytical cookies: help us understand how visitors use the site
- Functional cookies: remember your preferences
- Advertisement cookies: used to show relevant ads (only with your consent)

You can manage your cookie preferences through the cookie consent banner on our site, or via your browser settings.

8. Your Rights

Under the NDPR and applicable law, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your data (where legally permitted)
- Withdraw consent at any time (where processing is based on consent)
- Object to processing for marketing purposes
- Lodge a complaint with the Nigeria Data Protection Bureau (NDPB)

To exercise any of these rights, contact us at: info@masterrisks.com

9. Security

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, or disclosure. However, no internet transmission is 100% secure, and we cannot guarantee absolute security.

10. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those sites and encourage you to review their privacy policies.

11. Changes to This Policy

We may update this Privacy Policy from time to time. The effective date at the top of this document will reflect the latest revision. Continued use of our website after changes constitutes acceptance of the updated policy.

12. Contact Us

For any privacy-related questions or requests:

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Phone: +234 802 216 6753