ToriBOX ENTERTAINMENT LTD

DATA PRIVACY POLICY

Last Updated: 29th October, 2026

1. INTRODUCTION

At ToriBOX Entertainment Ltd, we respect customers data privacy and are committed to protecting customers personal information. This policy explains how we collect, use, and protect customers personal information when customers use our website, mobile services, or interact with our company's online services.

2. WHAT WE COLLECT

We collect certain personal and usage information when customers interact with our services, including:

a. Registration Information: When customers sign up for our services, we collect their name and email address, or their mobile phone number. Registration can be done via email and password, Google account authentication, Sign in with Apple on Apple devices, or a mobile phone number. With Sign in with Apple, customers can choose to hide their email address; we then receive a private relay address from Apple instead, and only the name and email that Apple shares with us.

b. Mobile Number and Airtime Billing: When customers subscribe to an Airtime Plan or sign in with a mobile phone number, we collect:

i. the mobile phone number and which of our telecommunication partners it is with

ii. the plan chosen (Daily or Weekly), its status, and its start, renewal and end dates

iii. a record of each billing event (subscription, renewal, failed renewal, cancellation and expiry), with its date, amount and the reference our billing partner sends

We do not see or store customers' airtime balance, and we do not keep the one-time PINs or sign-in codes that are sent by SMS.

c. Payment Information: We collect payment information, which is handled securely by our payment partners, such as Paystack, in accordance with applicable payment card industry standards.

d. Usage Data: We collect usage data, including:

i. Pages visited and content viewed on our website or mobile app

ii. Device type, browser type, and operating system

iii. IP address and location data (if applicable)

iv. Other analytics data to improve our customers viewing experience and enhance our services

e. Cookies and Session Recordings on our Website: When customers first visit our website, we ask whether they accept cookies. Until they accept, our analytics counts visits without cookies or similar storage on their device, and nothing is recorded. If they accept, our website uses cookies and, on some visits, records the session: the pages viewed, clicks, scrolling and what is shown on screen, so we can find and fix problems. What customers type into forms, including passwords and payment details, is hidden and never recorded. Recordings are kept for 30 days and then deleted. Customers who decline are never recorded. Customers can change their choice by clearing cookies for our website, after which we ask again. Our mobile app does not record sessions.

3. HOW WE USE CUSTOMERS DATA

We use customers information to:

a. Provide Services: Provide access to shows and feature customers request, and ensure a smooth user experience.

b. Process Transactions: Process payments, handle coin purchases, and charge Airtime Plans to the customer's mobile number.

c. Mobile Number: We use a customer's mobile number only to start, renew, pause and cancel the Airtime Plan they chose, to sign them in on a new device, and to send service messages about that plan (the PIN, confirmation, renewals, failed renewals and cancellation). These messages are sent by SMS through our billing partner and our telecommunication partners. We do not use the mobile number for marketing messages unless the customer agrees to receive them.

d. Communicate with customers: Send important updates, support messages, and marketing offers. Every marketing email, including the welcome email sent after sign-up, has an unsubscribe link, and customers can opt out of marketing communications at any time. Account emails such as sign-in codes and password resets are still sent after unsubscribing.

e. Security and Fraud Prevention: Maintain security, prevent fraud, and protect our services and users.

f. Events data collected from customer usage on the mobile application or website is used for data analytics to improve user experience.

4. DATA SHARING

In compliance with the Nigeria Data Protection Act, we do not sell customers personal information to third parties. We share customers data only with:

a. Trusted service providers needed to run ToriBOX: payment processors such as Paystack, and providers of server hosting, databases, file storage, analytics and session recording, email and notifications, and crash reporting. Some of them store data outside Nigeria: our server host in the Netherlands, our database provider in France, our file storage provider in Sweden, our analytics, email, notification and crash-reporting providers in the United States, and our email delivery provider in data centres around the world. Each of these transfers is covered by a data processing agreement that requires the provider to protect the data to the standard Nigerian law expects.

b. Our licensed mobile billing partner and our telecommunication partners, for Airtime Plans only. They receive the mobile number and the plan so they can send the PIN and service messages, and charge, renew and cancel the plan. They handle this information under their own obligations as licensed operators.

c. Law enforcement or regulatory bodies when required by law, court order, or through Freedom of Information Act of Nigeria.

5. DATA SECURITY

a. We use industry-standard encryption and security measures to protect Customers' data, including:

i. Encryption of sensitive data

ii. Secure servers and data centers

iii. Regular security audits and updates

b. Mobile numbers are shown masked in the product (for example, 0803 *** 4567), and they never appear in web addresses or shared links.

c. While we take reasonable measures to protect customers data, no system is 100% secure. Customers are responsible for:

i. Protecting customers login credentials

ii. Keeping customers account information confidential

iii. Notifying us promptly if you suspect unauthorized access.

6. CUSTOMERS RIGHTS

a. Customers have the right to:

i. Access personal data

ii. Update or correct personal data

iii. Request deletion of personal data

iv. Object to marketing, and withdraw consent they have given, including consent to cookies

b. To exercise these rights, please contact our Data Protection Officer at dpo@tori-box.com. We'll respond to your request in accordance with applicable laws and regulations.

c. Customers can cancel an Airtime Plan at any time in My plan, or by texting STOP to the service shortcode shown on the plan screen. Cancelling stops all further charges but does not delete the account. To delete the account and the mobile number on it, customers can use toribox.tv/delete-my-data or contact us, including the mobile number in the request. We keep billing records only for as long as we must for accounting and regulatory purposes.

7. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. By continuing to use ToriBOX, you accept the latest version of this policy. We'll notify you of significant changes via email or in-app notification.

8. CONTACT US

a. ToriBOX Entertainment Ltd (RC 8897997), 2 Aridegbe Street, Fadeyi, Lagos, Nigeria, is the data controller responsible for customers personal data.

b. For any question about this policy or customers personal data, or to exercise the rights in section 6, contact our Data Protection Officer at dpo@tori-box.com. For general support, email hello@tori-box.com.

c. Customers who are not satisfied with our response may complain to the Nigeria Data Protection Commission at ndpc.gov.ng.

Signed by:



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Managing Director