

Privacy Policy

Effective Date: 1st of July 2025

Last Updated: 7th of July 2025

Milestone (“we”, “us”, or “our”) is committed to safeguarding the privacy of all freelancers, remote workers, clients, and users who engage with our platform across the globe. This Privacy Policy outlines how we collect, use, disclose, and protect your personal data—especially in line with the **Nigeria Data Protection Regulation (NDPR)**, **General Data Protection Regulation (GDPR)**, and other applicable global laws.

1. Scope

This policy applies to:

- Visitors to our website
- Registered users on our platform
- Freelancers, contractors, and clients from **any country** who use our services
- All data processing activities carried out by Milestone, headquartered in **Nigeria**

By accessing or using Milestone, you agree to this Privacy Policy and consent to the collection, use, and transfer of your data as described.

2. Information We Collect

a. Personal Information

We **may** collect:

- Full name
- Email address
- Phone number
- Country of residence

- Profile image
- Business name (if applicable)
- Government-issued ID (for KYC)
- Bank account or wallet info
- Billing address
- Tax information (where applicable)

b. Usage Data

- IP address and geolocation
- Device type and operating system
- Browser type and version
- Page views and navigation history
- Log-in/out times and session duration
- User actions on projects, phases, and milestones

c. Payment Data

We use third-party providers like Stripe and Paystack. We do **not** store card or sensitive financial details directly, but may retain tokens or references to facilitate secure transactions.

d. Cookies & Trackers

Cookies help us:

- Authenticate sessions
 - Remember preferences
 - Improve performance
 - Track analytics
- You may disable cookies through your browser, but some features may not function correctly.

3. Legal Basis for Processing (GDPR + NDPR)

We process your data under one or more of the following legal grounds:

- Your **consent**
- **Contractual necessity** to deliver services
- **Legitimate interest**, such as improving user experience or ensuring security
- **Compliance with legal obligations**, especially under Nigerian and international laws

4. Why We Use Your Data

- To register and manage your account
- To match freelancers and clients
- To enable project/milestone collaboration
- To process and track payments
- To verify identity and prevent fraud
- To provide customer support
- To improve our services
- To comply with local/international legal requirements

5. NDPR Compliance (Nigeria)

As a company headquartered in Nigeria, we comply fully with the **Nigeria Data Protection Regulation (NDPR)**, which mandates:

- Lawful and transparent data processing

- User access to collected data
- The right to object or restrict processing
- The right to request deletion (right to be forgotten)
- Secure data storage and cross-border safeguards

You may reach out to our **Data Protection Officer (DPO)** for inquiries at:

 privacy@yourmilestone.com.ng

6. International Users & Cross-Border Transfers

We operate globally and may transfer your data to countries outside Nigeria or your home country, including those with differing data protection laws.

In such cases, we:

- Use **Standard Contractual Clauses** (for GDPR)
 - Ensure data encryption and secure hosting
 - Obtain explicit consent where required
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7. Data Retention

We retain your data:

- As long as your account is active
- As required for legal, accounting, or regulatory purposes
- Or until you request deletion

Inactive or deleted accounts may be archived for up to [insert duration] before full erasure.

8. Your Rights

Depending on your location and governing data law (NDPR/GDPR/etc.), you have the right to:

- Access the data we hold about you
- Correct inaccurate or incomplete data
- Withdraw your consent at any time
- Request deletion of your data
- Object to automated decision-making
- Request data portability (in machine-readable format)

To make a request, contact:

 privacy@yourmilestone.com.ng

9. Security Measures

We employ:

- TLS/SSL encryption
- Secure cloud hosting (e.g. AWS, GCP)
- Role-based access control
- Routine security audits

Still, no system is 100% secure. You're encouraged to use strong passwords and notify us of any suspicious activity.

10. Children's Privacy

Milestone is **not intended for users under 18**. If we discover we've collected data from a minor, we will promptly delete it.

11. Third-Party Links

Milestone may link to third-party websites or services. We do not control their privacy practices and encourage users to review their policies independently.

12. Updates to This Privacy Policy

We may revise this policy to reflect platform changes, legal updates, or operational shifts. If major changes are made, we'll notify users via:

- Dashboard alerts
- Email notifications

Check the "Last Updated" date for the latest version.


13. Contact Us

For questions, concerns, or complaints regarding your privacy rights or data processing:

Milestone

 support@yourmilestone.com.ng

 privacy@yourmilestone.com.ng (DPO)

 www.ourmilestones.com