

Privacy Policy

Effective Date 20/04/2026

Last Updated 20/04/2026

1. Introduction

Corelynx Limited is committed to handling personal data lawfully, responsibly, and transparently. This Privacy Policy explains how Corelynx collects, uses, stores, shares, secures, and otherwise processes personal data in connection with its website, mobile application, client dashboard, API, customer support channels, logistics services, vendor relationships, and business operations.

This Policy is intended to give clients, authorised users, senders, recipients, website visitors, and service partners a practical understanding of what data Corelynx uses and why.

2. Who this Policy applies to

This Policy applies to business clients and their authorised users, website and app visitors, persons whose sender or recipient details are submitted in connection with deliveries, customer support contacts, vendor or service partner representatives, and any other person whose personal data Corelynx processes in the ordinary course of its operations.

3. Personal data we may collect

Depending on the service being used and the circumstances of collection, Corelynx may collect and process the following categories of personal data:

- name, company name, job title, and contact details;
- pickup and delivery addresses and recipient information;
- account registration details and login credentials;
- order history, shipment details, and proof of pickup or delivery data;
- billing, invoicing, and payment-related information;
- communications, support requests, and complaint records;
- device, browser, IP address, location, and platform usage information;
- identity or verification information where reasonably required;
- vendor or service partner onboarding and engagement details.

4. How Corelynx collects personal data

Corelynx may collect personal data directly from you, from your organisation, when orders are placed, when you contact support, when you browse or use the platform, from recipients or Vendors during service performance, from payment or verification providers, and from other lawful sources that help us operate safely and properly.

5. Why we process personal data

Corelynx processes personal data because logistics services cannot be performed responsibly without clear operational and contact information. We may process personal data for the following purposes:

- creating and administering accounts;
- validating, scheduling, routing, tracking, and completing deliveries;
- communicating about pickups, delays, exceptions, and delivery completion;
- generating proof of pickup and proof of delivery;
- billing, invoicing, collections, and account management;
- customer support, claims handling, and complaint resolution;
- fraud prevention, misuse detection, and operational security;
- service analytics, route planning, quality control, and product improvement;
- compliance with legal, tax, safety, accounting, and regulatory obligations;
- recordkeeping, audits, and lawful protection of Corelynx's rights and interests.

6. Lawful bases for processing

Depending on the context, Corelynx may rely on one or more lawful bases for processing, including the performance of a contract, compliance with legal obligations, Corelynx's legitimate interests, consent where consent is required, and any other lawful basis recognised under applicable law.

7. Sharing of personal data

Corelynx does not sell personal data. We may, however, share personal data where it is reasonably necessary for service delivery or lawful business operations.

- with assigned Vendors, riders, drivers, and logistics partners for pickup, transit, and delivery;
- with payment processors, banks, and financial service providers;
- with cloud, analytics, hosting, communications, mapping, and software providers;
- with professional advisers, auditors, insurers, and consultants;
- with regulators, law-enforcement agencies, courts, or competent authorities where required;
- with affiliates, successors, or acquirers in the event of a restructuring or business transfer;
- with other parties where the data subject has directed Corelynx to share the information or the law allows it.

8. Cross-border access and storage

Some of Corelynx's systems or service providers may involve cross-border access to or storage of personal data. Where this happens, Corelynx will take reasonable steps to ensure that appropriate safeguards are applied and that any transfer is handled in a lawful and responsible manner.

9. Cookies and similar technologies

Corelynx may use cookies, pixels, SDKs, local storage, and similar technologies to support login sessions, remember preferences, improve functionality, analyse usage, detect abuse, and support communications. Additional information is set out in the Corelynx Cookie Notice.

10. Data retention

Corelynx keeps personal data only for as long as it is reasonably needed for the purpose for which it was collected, including service delivery, recordkeeping, claims handling, fraud prevention, legal compliance, tax and accounting retention, and dispute management. Retention periods may vary by record type and by applicable legal requirement.

11. Data security

Corelynx uses reasonable technical, administrative, and organisational measures to protect personal data against loss, misuse, unauthorised access, disclosure, or alteration. No system is entirely immune from risk, and users should also protect their own credentials, devices, and access controls.

12. Your rights

Subject to applicable law and legitimate operational or legal limitations, a data subject may have the right to request access to personal data, ask for correction of inaccurate information, request deletion in appropriate circumstances, object to or restrict certain processing, withdraw consent where consent is the basis of processing, or make a complaint to the appropriate regulatory authority.

13. Marketing communications

Corelynx may send transactional, service, and account-related notices where these are necessary for the service relationship. Marketing communications, where used, will be handled in line with applicable law, and recipients may opt out of non-essential promotional communications.

14. Children's data

Corelynx's services are not directed to children acting in their own right but to adults of legal age to conduct business. We do not knowingly collect personal data directly from children for independent use of our platform.

15. Changes to this Policy

Corelynx may update this Privacy Policy to reflect changes in law, service design, or internal data handling practices. The latest version will be published on the platform together with its effective date.

16. Contact

Questions, requests, or complaints relating to privacy should be sent to Corelynx using the contact details below:

- Email: Corelynx@corelynxgroup.com
- Address: 12, HARMONY LANE, MAGBORO, OGUN STATE, NIGERIA.
- Telephone: 09124299195