

Privacy Policy

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This policy explains how GetJabb handles personal data when you use our website, mobile apps, support, marketplace, payment and safety features. It is written to support transparent processing under the Nigeria Data Protection Act 2023 and other applicable law, but final regulatory wording remains subject to Nigerian legal review.

Company and data controller

GetJabb is owned and operated by YESGUDARSTOR TECHNOLOGIES LTD, a company registered in Nigeria with RC Number 9564764 and Tax Identification Number 2622470708073, with its registered address at 10 Eric Moore Road, Surulere, Lagos, Nigeria. Official contact: info@getjabb.com.

For privacy requests, contact info@getjabb.com and put "Privacy request" in the subject.

1. Data we collect

Account and identity data

- name, phone number, email, password hash, account role and profile information;
- identity/selfie evidence and verification results where a check is required;
- bank-account or payout-routing information needed by the relevant payment provider;
- policy version, acceptance time, source, IP address and device/browser information for recorded consent.

Marketplace and service data

- tasks, categories, budgets, offers, quotations, inspection reports, messages, reviews and disputes;
- photos or documents you choose or are required to upload, including skill proof and materials evidence;
- task status, attendance, completion, cancellation and support records.

Location, device and technical data

- locations you enter and foreground/device location you permit for matching, maps or task safety;
- IP address, app/browser type, operating system, timestamps, network and security events;
- crash, diagnostic and product-usage events through configured tools such as Sentry and PostHog. We do not use these tools to sell personal data or serve third-party behavioural advertising.

Payment data

We process task references, amounts, statuses and payment-provider identifiers. PayScrow handles the protected labour-task flow. Paystack handles the separate controlled materials-payment pilot and related transfers. Payment providers—not GetJabb—handle full card or bank credentials submitted on their hosted services.

2. Why we use personal data

- create and secure accounts, authenticate users and prevent abuse;
- post, match, negotiate, complete and support marketplace tasks;
- process and reconcile labour and, where enabled, materials payments;
- verify identity and evaluate service-specific proof without presenting advisory review as a guarantee;
- provide messages, notifications, maps, safety, support, refunds and dispute review;
- measure reliability, diagnose crashes and improve product performance;
- meet legal, tax, accounting, anti-fraud, regulatory and law-enforcement obligations;
- establish, exercise or defend legal claims.

Depending on the activity, we rely on steps needed to perform our contract with you, compliance with law, consent where required, and legitimate interests such as platform security, fraud prevention and service improvement. We assess those interests against your rights and expectations.

3. Who receives data

We disclose only what is reasonably needed to:

- requesters and workers involved in a task, with exact addresses limited where the product allows;
- PayScrow, Paystack, banks and other payment participants for payment, settlement, refund and fraud checks;
- identity, maps, messaging, email/SMS, hosting, storage and mobile-delivery providers;
- Sentry and PostHog for configured diagnostics and product analytics;
- professional advisers, auditors and insurers under appropriate confidentiality;
- regulators, courts or law enforcement where lawfully required or necessary to protect users.

We do not sell personal data and do not use it for third-party behavioural advertising.

4. International processing

Some service providers may process data outside Nigeria. We assess provider safeguards and use contractual, organisational or other lawful transfer measures appropriate to the service and applicable Nigerian law.

5. Retention and account deletion

- Account and marketplace data is kept while the account is active and as needed to operate the service.
- An account-deletion request deactivates access immediately and starts a 14-day grace period. After that, direct identity fields are scheduled for deletion or anonymisation, subject to unresolved tasks, disputes, fraud review and legal obligations.
- Pseudonymised transaction/compliance records and a restricted lawful-access record may be kept for up to six years where required for accounting, payment, fraud, regulatory or legal-claim purposes. The exact category and period must be confirmed by Nigerian counsel before production publication.
- Materials quotation, purchase and delivery evidence is scheduled for deletion 90 days after submission if no dispute, fraud review, legal hold or legal requirement needs it longer.
- Security, crash, analytics and support data is retained only for the configured operational or legal period and should be deleted or aggregated when no longer needed.

Backups may take a limited additional period to cycle out and are not used to restore deleted accounts routinely.

6. Your choices and rights

Subject to applicable law and necessary identity checks, you may ask us to:

- confirm whether we process your data and provide access;
- correct inaccurate or incomplete data;
- delete data or restrict/object to certain processing;
- provide portable data where applicable;
- withdraw consent for future consent-based processing;
- explain or review a significant automated decision, if one is introduced;
- complain to the Nigeria Data Protection Commission or another competent authority.

Some data cannot be deleted immediately where it is needed for an active transaction, another person's rights, fraud prevention, a dispute or a legal duty. We will explain the applicable limitation.

7. Security

We use access controls, encrypted transport, credential hashing, restricted administrative access, monitoring and data-minimisation measures appropriate to the service. No internet service is risk-free. Never send a password, OTP, full card number or unnecessary identity document through task chat or materials evidence.

8. Children

GetJabb accounts are for adults aged 18 or over. If we learn that an under-18 person created an account, we may suspend it and delete or restrict the associated data, subject to safety and legal needs.

9. Policy updates

We date and version this policy. Material changes will be communicated through the service or an appropriate contact method. Where consent or renewed acceptance is required, we will request it before the new processing applies.

10. Contact and related terms

Email info@getjabb.com with "Privacy request" in the subject, the account phone/email and a concise description of your request. Do not email identity documents unless GetJabb gives you a secure channel.

See also the [Terms of Service](#) and [Refund, Cancellation & Dispute Policy](#).