ONLINE FOODSTUFF STORE
eat fresh, live healthy

+234 (0) 9067397492
+234 (0) 9068280610
www.foodstuffstore.com
6c Afe I O Street, Kado Estate, Abuja, NIgeria

Privacy Policy

Online Foodstuff Store Limited | www.foodstuff.store

Effective Date	11 May 2026
Last Updated	11 May 2026
Contact	support@foodstuff.store | +234 906 828 0610

This Privacy Policy explains how Online Foodstuff Store Limited, trading as Foodstuff Store ("Foodstuff Store", "we", "us", or "our"), collects, uses, stores, protects, and shares personal information when you use our website, mobile app, marketplace, business portal, procurement services, vendor platform, credit services, subscription services, delivery services, or any other Foodstuff Store product or service.

Foodstuff Store is a food-tech company that helps businesses and consumers access food and beverages from vendors, farmers, producers, and wholesale distributors. Our services include business procurement, marketplace access, bulk food supply, vendor partnerships, delivery and fulfilment, subscriptions, and credit services for eligible businesses.

By using Foodstuff Store, you agree to the collection and use of your information in line with this Privacy Policy.

1. Information We Collect

1.1 Personal Information

- Full name
- Phone number
- Email address
- Home or delivery address
- Profile information
- Customer support messages
- Order history
- Subscription details

1.2 Business Account Information

- Business name
- Business type
- Business address
- Contact person details

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- Phone number and email address
- Delivery locations
- Branch information
- Staff or user account details
- Procurement preferences
- Order and invoice history
- Payment and credit records

1.3 Vendor Information

- Vendor or business name
- Contact person details
- Business address
- Product categories supplied
- Supply capacity
- Bank account details
- Business registration documents, where applicable
- Product or source information
- Quality control records
- Vendor performance information

1.4 Credit and Verification Information

- Business identity information
- KYC documents
- CAC or business registration documents, where applicable
- Bank statements, where required
- Payment history
- Purchase history
- Outstanding balances
- Credit limit information
- Guarantor or reference information, where applicable
- Repayment records
- Information needed to assess credit eligibility

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1.5 Payment Information

- Payment status
- Transaction reference
- Invoice details
- Amount paid
- Outstanding balance
- Refund or adjustment records
- Where payments are processed by licensed payment providers or payment gateways, Foodstuff Store does not intend to store full card details directly on its systems.

1.6 Technical and Usage Information

- IP address
- Browser type
- Device information
- Operating system
- Pages visited
- Time spent on the platform
- Clicks and interactions
- Login activity
- Cookies and similar tracking information

2. How We Use Your Information

- Create and manage customer, business, and vendor accounts
- Process orders, invoices, receipts, and statements
- Match customers with vendors, farmers, producers, and distributors
- Coordinate delivery and fulfilment
- Process payments and refunds
- Provide customer support
- Manage subscriptions
- Verify vendors and business customers
- Assess eligibility for FS Credit or other credit products
- Monitor repayment obligations
- Improve our website, app, marketplace, and business portal

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- Send service updates, order updates, delivery updates, payment reminders, and credit notices
- Detect fraud, misuse, or unauthorized activity
- Comply with legal, regulatory, tax, accounting, and reporting obligations
- Improve quality control, vendor reliability, and delivery performance

3. Legal Basis for Processing Your Information

- Consent: where you agree to the use of your information
- Contract: where processing is necessary to provide our services to you
- Legal obligation: where we are required to process or retain information by law
- Legitimate interest: where processing is necessary for business operations, fraud prevention, service improvement, customer support, delivery coordination, credit management, or platform security
- Credit and risk assessment: where necessary to assess, approve, manage, or recover credit provided to eligible customers

4. How We Share Your Information

4.1 Vendors, Farmers, Producers, and Distributors

We may share relevant order or fulfilment information with vendors who supply products purchased through Foodstuff Store.

4.2 Delivery and Logistics Partners

We may share delivery names, phone numbers, addresses, order details, and delivery instructions with logistics partners or drivers to complete deliveries.

4.3 Payment Processors

We may share payment-related information with payment processors, banks, fintech providers, or payment gateways to process transactions.

4.4 Credit, Verification, and Risk Partners

Where necessary, we may share information with credit, verification, identity-checking, debt recovery, or risk assessment partners to support FS Credit, KYC, repayment tracking, or fraud prevention.

4.5 Professional Advisers

We may share information with lawyers, auditors, accountants, consultants, insurers, or other professional advisers where necessary.

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4.6 Government, Regulatory, or Law Enforcement Authorities

We may disclose information where required by law, court order, regulation, investigation, or lawful request from public authorities.

5. Vendor, Business, and Credit Data

Foodstuff Store operates both a B2B procurement model and a B2C marketplace model. This means we may process different types of information depending on whether you are a household/customer using the marketplace, a business customer using procurement services, a vendor or supplier, a subscription customer, or a business applying for credit. For business and credit customers, we may use order history, payment history, repayment behaviour, business information, and other verification records to assess eligibility, set limits, manage risk, and monitor repayment obligations.

6. Cookies and Tracking Technologies

- Keep users logged in
- Remember preferences
- Understand platform usage
- Improve website performance
- Personalize content
- Measure marketing effectiveness
- Protect the platform from misuse

7. Marketing Communications

We may send you marketing messages, service updates, promotional offers, product announcements, or business opportunities related to Foodstuff Store. You may opt out of marketing communications at any time by using the unsubscribe option, changing your communication preferences, or contacting us. Even if you opt out of marketing messages, we may still send important service-related messages such as order updates, delivery notices, invoice reminders, payment updates, credit notices, and account security alerts.

8. Data Retention

We keep your information for as long as necessary to provide our services, manage your account, comply with legal obligations, resolve disputes, prevent fraud, enforce our agreements, maintain business records, and support accounting, tax, audit, and regulatory requirements. When information is no longer needed, we will delete, anonymize, or securely archive it where appropriate.

9. Data Security

- Access controls
- Password protection

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- Secure servers
- Restricted employee access
- Data backups
- Monitoring for unauthorized activity
- Vendor and partner controls
- Internal policies and procedures

10. Your Rights

- Request access to your personal data
- Request correction of inaccurate data
- Request deletion of your data
- Withdraw consent where processing is based on consent
- Object to certain processing
- Request restriction of processing
- Request transfer of your data where applicable
- Complain to the relevant data protection authority

11. Children's Privacy

Foodstuff Store is not intended for use by children. We do not knowingly collect personal data from children without appropriate consent from a parent or guardian. If we become aware that we have collected information from a child without proper consent, we will take steps to delete or restrict that information.

12. International Data Transfers

Some of our service providers, technology partners, cloud providers, payment processors, or support tools may process information outside Nigeria. Where this happens, we will take reasonable steps to ensure that your information is protected in line with applicable data protection requirements.

13. Third-Party Links and Services

Our website or app may contain links to third-party websites, platforms, payment providers, delivery services, or partner services. We are not responsible for the privacy practices, content, or security of third-party websites or services. You should review their privacy policies before providing your information to them.

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14. Updates to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business, services, technology, legal obligations, or data practices. When we update the policy, we will revise the “Last Updated” date. Where required, we may notify users through our website, app, email, or other communication channels. Your continued use of Foodstuff Store after an update means you accept the updated Privacy Policy.

15. Contact Us

If you have questions about this Privacy Policy, your personal data, or how Foodstuff Store handles privacy matters, you may contact us using the details below. For privacy-related requests, please use the subject line: Privacy Request — Foodstuff Store.

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