# P-LAH Privacy Policy

**Effective Date: 13 August 2026**
**Last Updated: 13 August 2026**

P-LAH (“P-LAH”, “we”, “us” or “our”) respects your privacy and is committed to protecting the personal information you share with us.

This Privacy Policy explains how we collect, use, store, share and protect personal information when you visit **p-lah.com**, use the P-LAH Volunteer & Opportunities platform, create an account, apply for or post opportunities, participate in volunteer placements, or otherwise interact with P-LAH.

This Policy should be read together with P-LAH's Terms and Conditions and other applicable policies.

## 1. Who This Policy Applies To

This Privacy Policy applies to:

- individuals who create or use a P-LAH member account;
- volunteers, interns and job seekers;
- representatives of organisations using P-LAH;
- organisations posting volunteer, internship or job opportunities;
- applicants and participants in placements;
- visitors to P-LAH websites and platforms; and
- anyone who otherwise provides personal information to P-LAH.

The P-LAH platform is intended for persons aged **18 years and above**.

## 2. Information We Collect

The information we collect depends on how you use P-LAH.

### A. Account and Contact Information

This may include:

- name;
- email address;
- telephone number;
- location;
- account type;
- login and account information; and
- communication preferences.

## B. Member Profile Information

Where you create an individual profile, we may collect information such as:

- nationality;
- languages;
- age group;
- gender, where provided;
- education;
- occupation;
- skills;
- volunteering or impact experience;
- causes and interests;
- preferred opportunity types;
- work mode preferences;
- time commitment;
- organisation or professional affiliation;
- LinkedIn or other professional links;
- short biography;
- volunteer motivation;
- emergency contact information; and
- profile visibility preferences.

Some profile fields are optional. Where information is optional, you may choose whether to provide it.

## C. Verification and Eligibility Information

Where required for verification, safeguarding or eligibility purposes, P-LAH may collect information including:

- identification type;
- identification number;
- declarations relating to criminal history or other eligibility matters;
- verification status;
- information required to review an account or organisation; and
- records of verification and approval decisions.

Additional verification, reference or background information may be requested where required for a particular opportunity or programme.

## D. Organisation Information

For organisations using P-LAH, we may collect:

- organisation name;
- registration details;
- organisation type;
- industry or sector;

- address and location;
- contact information;
- representative names and roles;
- website and social media details;
- organisation description;
- verification information; and
- information relating to opportunities posted on the platform.

## E. Opportunity and Application Information

When you post, browse, save, match with or apply for an opportunity, we may collect information including:

- opportunity details;
- applications submitted;
- application messages;
- application status;
- invitations to apply;
- shortlisted or accepted status;
- placement information;
- completion information; and
- other information required to manage the opportunity or placement.

For some job opportunities, applications may be submitted directly to an organisation by email. Information you send through that process is received directly by the organisation and may also be processed by the email services used by you and the organisation.

## F. Ratings, Reviews and Certificates

Where applicable, P-LAH may collect and process:

- volunteer ratings;
- organisation ratings;
- placement feedback;
- completion confirmations;
- certificate information;
- certificate identification numbers; and
- records relating to the issue of certificates.

## G. Communications

We may retain records of communications you have with P-LAH, including:

- support requests;
- complaints;
- safeguarding reports;
- verification correspondence;
- administrative communications; and

- other messages connected with your use of the platform.

### H. Technical Information

When you use our websites or platform, certain technical information may be collected automatically, including:

- IP address;
- browser or device information;
- login activity;
- pages viewed;
- date and time of access;
- security and system logs; and
- information collected through cookies or similar technologies.

## 3. How We Use Your Information

P-LAH may use personal information to:

- create and manage accounts;
- build and maintain member and organisation profiles;
- verify members and organisations;
- provide access to P-LAH services;
- allow organisations to post opportunities;
- allow individuals to browse and apply for opportunities;
- match individuals with relevant opportunities;
- recommend potential candidates to eligible organisations where appropriate;
- manage applications and placements;
- send invitations, notifications and platform updates;
- support communication between members, organisations and P-LAH;
- administer ratings and feedback;
- confirm completion of placements;
- generate and issue certificates;
- provide customer and platform support;
- investigate complaints, misconduct or safeguarding concerns;
- maintain the safety and integrity of the platform;
- prevent fraud, abuse or misuse;
- comply with legal and regulatory obligations;
- improve P-LAH's services and user experience; and
- maintain records necessary for P-LAH's operations.

## 4. Matching and Recommendations

P-LAH uses information contained in member profiles and opportunity listings to help identify relevant opportunities and potential matches.

Matching may consider information such as skills, causes, interests, location, work mode, availability, education, experience and opportunity preferences.

A match or recommendation does **not** guarantee selection, acceptance, employment or placement.

Organisations remain responsible for their own final screening, selection, hiring and engagement decisions.

Where automated tools are used to assist with matching or ranking, they are intended to support discovery and decision-making and not to replace appropriate human judgement where a decision significantly affects an individual.

# 5. Our Basis for Processing Personal Information

Depending on the circumstances, P-LAH may process personal information where:

- you have given consent;
- processing is necessary to provide a service you have requested or to manage your participation on P-LAH;
- processing is necessary to meet a legal or regulatory obligation;
- processing is necessary to protect an individual's vital interests;
- processing is necessary for P-LAH's legitimate interests, provided those interests do not improperly override your rights; or
- another lawful basis is available under applicable law.

Where we rely on consent, you may withdraw that consent where permitted by law.

# 6. Who We Share Information With

P-LAH does not sell your personal information.

We may share information where necessary with:

## Organisations

When you apply for an opportunity, relevant application and profile information may be made available to the organisation offering that opportunity.

Where you choose to make your profile discoverable to verified organisations, approved organisations may be able to view relevant profile information for potential volunteer, internship, job, board, advisory or other professional opportunities.

## P-LAH Administrators and Reviewers

Authorised P-LAH personnel may access information where necessary for:

- account verification;

- organisation verification;
- platform administration;
- safeguarding;
- complaints;
- certificates;
- support;
- compliance; and
- enforcement of P-LAH policies.

### Service Providers

We may use trusted third-party providers to support services such as:

- website and application hosting;
- databases and data storage;
- authentication;
- email delivery;
- security;
- analytics;
- technical support; and
- other technology required to operate P-LAH.

These providers may process information only as necessary to provide services to P-LAH and subject to appropriate contractual or legal safeguards.

### Legal and Regulatory Authorities

Information may be disclosed where required by law, court order, regulatory authority, safeguarding obligation, or where reasonably necessary to protect the rights, safety or security of P-LAH, its users or others.

## 7. Profile Visibility

P-LAH gives members certain choices about profile visibility.

Information you choose to make visible may be accessible to verified organisations or other authorised users in accordance with your selected visibility settings and the functionality of the platform.

You should not include information in your public or discoverable profile that you do not want others to see.

Changing a visibility setting will affect future access through the platform but may not remove information already lawfully received by an organisation in connection with an application or placement.

## 8. Data Provided to Organisations

Once information is shared with an organisation because you have applied for an opportunity, accepted an invitation, or otherwise entered into a placement process, that organisation may also have its own responsibilities for how it handles your personal information.

P-LAH requires organisations using the platform to protect member information and use it only for legitimate purposes connected with their participation on P-LAH.

P-LAH is not responsible for independent processing carried out by an organisation outside the P-LAH platform where that organisation determines its own purposes and methods of processing.

# 9. Data Security

P-LAH takes reasonable administrative, technical and organisational measures to protect personal information against:

- unauthorised access;
- unlawful processing;
- accidental loss;
- misuse;
- alteration;
- disclosure; and
- destruction.

Access to personal information is limited according to role and operational need where reasonably practicable.

However, no internet-based service or electronic storage system can guarantee absolute security.

# 10. Data Retention

P-LAH retains personal information only for as long as reasonably necessary for the purposes for which it was collected, including:

- providing P-LAH services;
- maintaining account and placement records;
- issuing and verifying certificates;
- resolving complaints or disputes;
- safeguarding;
- preventing fraud or misuse;
- meeting legal or regulatory requirements; and
- protecting P-LAH's legitimate interests.

Information may be retained after an account is closed where there is a lawful reason to do so.

When information is no longer required, P-LAH will take reasonable steps to delete, anonymise or securely dispose of it.

# 11. International Data Transfers

Some service providers used to operate P-LAH may process or store information outside Nigeria.

Where personal information is transferred internationally, P-LAH will take reasonable steps to ensure that the transfer is carried out in accordance with applicable data protection law and that appropriate safeguards are used where required.

# 12. Cookies and Similar Technologies

P-LAH may use cookies and similar technologies to:

- keep users signed in;
- provide essential platform functions;
- remember preferences;
- protect accounts and platform security;
- understand how the website and platform are used; and
- improve performance and user experience.

Where consent is legally required for a particular type of cookie or tracking technology, users will be given an appropriate choice.

Browser settings may also allow you to restrict or delete cookies, although doing so may affect some platform functions.

# 13. Your Privacy Rights

Subject to applicable law and any lawful limitations, you may have the right to:

- be informed about how your personal information is used;
- request access to personal information held about you;
- request correction of inaccurate or incomplete information;
- request deletion of personal information in appropriate circumstances;
- request restriction of certain processing;
- object to certain processing;
- withdraw consent where processing depends on consent;
- request portability of certain information;
- raise concerns about automated decision-making;
- lodge a complaint with the relevant data protection authority; and
- exercise other rights available under applicable data protection law.

P-LAH may need to verify your identity before acting on a privacy request.

## 14. Updating Your Information

You are responsible for keeping information in your P-LAH account reasonably accurate and up to date.

Where platform functionality allows, you may update information directly through your account.

For information that cannot be changed through your account, you may contact P-LAH for assistance.

## 15. Closing Your Account and Deleting Information

You may request closure of your P-LAH account.

Account closure does not necessarily require immediate deletion of every record associated with the account.

P-LAH may retain information where reasonably necessary for legal compliance, safeguarding, dispute resolution, certificate verification, fraud prevention, audit records or other lawful purposes.

Where there is no lawful reason to retain personal information, it will be deleted or anonymised in accordance with P-LAH's retention practices.

## 16. Safeguarding and Sensitive Reports

Safeguarding complaints, misconduct reports and other sensitive information may be subject to restricted access and additional confidentiality controls.

P-LAH may retain and share such information where reasonably necessary to investigate a concern, protect individuals, comply with the law or cooperate with appropriate authorities.

Reports made in good faith will be handled in accordance with P-LAH's safeguarding and conduct procedures.

## 17. Third-Party Links

P-LAH may contain links to external websites, organisation websites, application pages or other third-party services.

P-LAH does not control the privacy practices of those third parties.

You should review the privacy policy of any external service before providing personal information to it.

## 18. Changes to This Privacy Policy

P-LAH may update this Privacy Policy where its services, technology, legal obligations or data practices change.

Where changes are significant, P-LAH may provide notice through the website, platform, email or another appropriate method.

The latest version will show the date on which it was last updated.

## 19. Contacting P-LAH About Privacy

If you have questions about this Privacy Policy, want to exercise a privacy right, or wish to raise a concern about how your information has been handled, contact:

**P-LAH**
Website: **p-lah.com**
Email: **support@p-lah.com**

You may also have the right to lodge a complaint with the **Nigeria Data Protection Commission** if you believe your data protection rights have been infringed.

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By creating an account or using P-LAH services, you acknowledge that you have read this Privacy Policy. Where consent is required for a particular activity, P-LAH will request that consent separately.

# P-LAH Privacy Policy

## Governance and Funding Addendum

Effective Date 4 November 2026
Status Draft for client and legal review

This Addendum forms part of the P-LAH Privacy Policy. It adds provisions for P-LAH's Governance Hub and Funding services. The existing approved wording of the P-LAH Privacy Policy remains unchanged and continues to apply.

### A1 Scope of this Addendum

This Addendum applies when an individual or organisation uses the P-LAH Governance Hub, P-LAH Funding services, or a shared P-LAH account that provides access to more than one P-LAH service.

The Privacy Policy continues to apply to all personal information described in the approved Policy. The additional provisions below explain the information P-LAH may process in connection with Governance and Funding services.

### A2 Shared Accounts and Organisation Profiles

P-LAH may allow an existing account to be used across the Volunteer and Opportunities platform, the Governance Hub, Funding services and other eligible P-LAH services.

Where a shared account is used, P-LAH may use existing account and organisation information to create, pre-fill or maintain a profile in another P-LAH service. This may include:

- organisation name and organisation type;
- sector, cause or focus area;
- country or countries of operation;
- primary contact name, role and contact details;
- account and user identifiers;
- profile completion status; and
- the P-LAH services the account is eligible to access or has used.

Users may be asked to review, complete or correct pre-filled information before using certain features.

### A3 Governance Hub Information

When an organisation uses the Governance Hub, P-LAH may collect and process:

- organisation profile information and the organisation category selected by the user, including NGO, SME or another category made available by P-LAH;
- assessment responses, scores, results and recommendations;
- assessment dates, completion status, version information and assessment history;
- priorities, urgency selections, improvement actions and progress information entered by the organisation;
- resources, tools or templates viewed, downloaded or saved;
- support requests, messages and related administrative records;

- expert support selections, enquiries and booking information; and
- technical, security and activity records connected with use of the Governance Hub.

P-LAH may keep completed assessment results with the version of the assessment used at the time. Later changes to questions, scoring, resources or recommendations do not automatically change an organisation's previously submitted result.

## A4 How Governance Hub Information Is Used

P-LAH may use Governance Hub information to:

- provide and administer governance assessments;
- calculate and display results, recommendations and assessment history;
- suggest relevant resources, tools, templates or support options;
- allow an organisation to create and manage an improvement plan;
- respond to support requests and facilitate expert support;
- maintain assessment versions and accurate historical records;
- monitor service performance, security and appropriate use;
- produce aggregated or anonymised insights that do not identify an individual or organisation; and
- improve P-LAH's Governance services.

## A5 Funding Service Information

Where P-LAH Funding services are made available, P-LAH may collect and process information connected with how a user or organisation uses those services, including:

- funding interests, preferences and eligibility information provided by the user;
- funding opportunities viewed, saved or selected;
- requests for information or support;
- records showing that a user followed a link to an external funding provider or application service; and
- other information the user chooses to provide through a P-LAH Funding feature.

If a user applies through an external website or communicates directly with a funder or other third party, that third party will process information under its own privacy policy. P-LAH does not control information submitted directly to an external service.

## A6 Access, Visibility and Sharing

Governance assessment responses, results, improvement plans and support records are intended to be available only to authorised users of the relevant organisation and authorised P-LAH personnel, except where the organisation chooses to share information or where disclosure is required or permitted by law.

One organisation must not use P-LAH to access another organisation's private Governance information.

P-LAH may share relevant information with an expert or service provider where this is necessary to respond to a support request, arrange a booking or provide a requested service. P-LAH will limit the information shared to what is reasonably necessary for that purpose.

## A7 External Booking and Other Third Party Services

The Governance Hub or Funding services may link to third-party services, including calendar booking tools, document hosting, external websites and application pages.

When a user chooses to use an external service, the third party may collect information directly and apply its own privacy policy and terms. Users should review those policies before providing personal information.

## A8 Retention and Account Closure

P-LAH may retain Governance assessment history, results, improvement records, support records and related audit information for as long as reasonably necessary to provide the service, maintain accurate records, resolve disputes, prevent misuse, meet legal obligations and protect P-LAH's legitimate interests.

Closing an account does not necessarily require immediate deletion of every Governance or Funding record. The retention and deletion provisions in the approved Privacy Policy continue to apply.

## A9 Your Choices and Rights

The privacy rights and contact details stated in the approved Privacy Policy also apply to personal information processed through the Governance Hub and Funding services.

Where account settings allow, users may review or update their organisation profile and other information directly. For information that cannot be changed through an account, users may contact P-LAH using the details in the approved Privacy Policy.

## A10 Relationship with the Approved Privacy Policy

This Addendum should be read together with the approved P-LAH Privacy Policy.

If there is a direct conflict between this Addendum and the approved Privacy Policy, this Addendum will apply only to the matter it specifically covers in relation to the Governance Hub or Funding services. All other approved provisions remain unchanged.