

NIGERIA WASTE MANAGEMENT DIRECTORY (NIWAD) DATA POLICY

A. PRIVACY POLICY

Effective Date: March 01, 2026

Last Updated: October 05, 2026

1. About NIWAD

NIWAD (the Nigerian Waste Management Directory) is an initiative of Plogging Nigeria, a sustainability and environmental advocacy organisation registered in Nigeria as an Incorporated Trustee under the Companies and Allied Matters Act 2020 (IT157784). Plogging Nigeria promotes responsible waste management, environmental stewardship, and active community participation in building cleaner and healthier communities.

NIWAD was established by Plogging Nigeria in partnership with the Embassy of Sweden to provide a free, accessible, and centralised digital directory connecting individuals, households, businesses, organisations, and other users with recycling, upcycling, and waste management service providers across Nigeria.

NIWAD seeks to improve access to waste management services, strengthen connections within Nigeria's waste management ecosystem, support responsible waste practices, and contribute to data-driven solutions for a circular and sustainable economy.

2. About This Privacy Policy

This Privacy Policy explains how NIWAD collects, uses, stores, publishes, shares, and protects personal information obtained through the NIWAD website and related digital services.

NIWAD is committed to processing personal data responsibly and in accordance with the Nigeria Data Protection Act, 2023 (NDPA) and other applicable data protection laws and regulations in Nigeria.

3. Information We Collect

Depending on how you interact with the website, NIWAD may collect:

- (a) your name and contact details;
- (b) business or organisation information;
- (c) telephone number, email address and location;
- (d) information submitted when applying for or updating a directory listing;
- (e) information provided through enquiries, complaints, feedback, or reports;
- (f) Information provided during volunteer applications or partnership enquiries i.e. name, contact details and any other relevant information you choose to provide;
- (g) technical information such as IP address, browser type, device information and website usage data; and
- (h) other information voluntarily provided to NIWAD or lawfully obtained from publicly available or other legitimate sources.

NIWAD does not seek to collect sensitive personal data unless it is necessary, lawful, and appropriate for a specific purpose.

4. How We Use Information

NIWAD may use personal information to:

- (a) create, verify, maintain and update directory listings;
- (b) connect users with waste management, recycling and upcycling service providers;
- (c) respond to enquiries, complaints, feedback and other communications;
- (d) Send newsletters or updates to users who opt in;
- (e) administer and improve the website and its services;
- (f) maintain the security and integrity of the platform;
- (g) conduct research and generate environmental or sectoral insights using anonymised or aggregated information;
- (h) comply with legal and regulatory obligations; and
- (i) carry out other lawful activities consistent with NIWAD's objectives.

5. Verification of Directory Listings

NIWAD is committed to maintaining a reliable directory of active waste management, recycling and upcycling operators.

Before publishing or maintaining a listing, NIWAD may verify information supplied by an operator using information provided by the operator, publicly available records, regulatory or other authoritative sources, or other reasonable verification methods.

Verification does not constitute a guarantee, certification, endorsement, licensing, or accreditation of any listed operator by NIWAD unless expressly stated.

NIWAD may suspend, amend or remove a listing where information is found to be inaccurate, misleading, inactive, unverifiable, or otherwise inconsistent with the requirements of the Directory.

6. Publication of Business Information

NIWAD is a public directory. Information supplied for the purpose of creating a business profile may therefore be displayed publicly on the website.

Depending on the listing, this may include:

- (a) business or organisation name;
- (b) business description;
- (c) service categories;
- (d) business location;
- (e) telephone number, email address or website;
- (f) social media or other business contact information; and

- (g) other information reasonably necessary to facilitate contact with the listed service provider.

NIWAD will not intentionally publish personal information that is unnecessary for the legitimate purpose of a directory listing.

Where information relating to an individual is submitted for publication, NIWAD may take reasonable steps to confirm that the person submitting the information is authorised to do so.

7. Complaints and Whistleblower Reports

NIWAD may receive complaints or reports concerning listed operators, waste management practices, environmental issues, or information contained in the Directory.

Information provided through a complaint or whistleblower report will be handled responsibly and accessed only by persons authorised to deal with the matter.

Where practicable and lawful, NIWAD will protect the identity and confidentiality of a complainant or whistleblower. However, confidentiality cannot be guaranteed where disclosure is required by law or is necessary for a lawful investigation or regulatory process.

NIWAD may take reasonable steps to verify and investigate reports and may remove, correct, suspend, or flag a directory listing where appropriate.

8. Sharing Information with Authorities

NIWAD may disclose personal or directory-related information to federal, state, or local government authorities, environmental regulators, law enforcement agencies, courts, or other competent authorities where:

- (a) required or authorised by law;
- (b) made pursuant to a lawful request or order;
- (c) necessary for compliance with a legal or regulatory obligation; or
- (d) necessary to support a lawful regulatory, environmental, or enforcement function.

NIWAD will, where reasonably practicable and lawful, limit disclosure to information relevant to the purpose for which it is requested.

9. Research and Environmental Data

NIWAD may use information generated through the operation of the Directory to support research, education, environmental planning, policy development, and the advancement of Nigeria's circular economy.

Where such information is used for statistical, research, or public-interest purposes, NIWAD will, where practicable, use aggregated or anonymised data so that individuals cannot reasonably be identified.

10. Cookies and Website Technologies

NIWAD may use cookies and similar technologies to operate the website, improve functionality, understand website usage, and enhance user experience.

Where required by law, NIWAD will obtain appropriate consent before using non-essential cookies or similar technologies.

Users may manage certain cookie preferences through their browser or any cookie-management tools provided on the website.

11. Data Security

NIWAD takes reasonable technical and organisational measures to protect personal information against unauthorised access, disclosure, alteration, loss, misuse, or destruction. Where NIWAD becomes aware of an actual or suspected personal data breach, it will take reasonable steps to contain and investigate the incident, assess the potential impact, mitigate any harm, and implement appropriate remedial measures. Where required by applicable law, NIWAD will notify the relevant regulatory authority and affected individuals within the applicable timeframe

However, no method of transmitting or storing information electronically can be guaranteed to be completely secure.

12. Data Retention

NIWAD retains personal information only for as long as reasonably necessary for the purpose for which it was collected, to maintain legitimate Directory records, comply with legal obligations, resolve disputes, or protect its legitimate interests. Where information is no longer required, NIWAD may securely delete, destroy, or anonymise it.

13. Your Data Protection Rights

Subject to applicable law, you may have the right to:

- (a) request access to personal information held about you;
- (b) request correction of inaccurate or incomplete information;
- (c) request deletion of your personal information in appropriate circumstances;
- (d) object to or request restriction of certain processing;
- (e) withdraw consent where processing is based on consent; and
- (f) lodge a complaint concerning the processing of your personal data.

Requests relating to a business listing may be subject to reasonable verification to protect the integrity of the Directory and prevent unauthorised changes.

14. Third-Party Services and Links

The NIWAD website may contain links to third-party websites, platforms, or services.

NIWAD is not responsible for the privacy practices or content of third-party websites. Users are encouraged to review the privacy policies of those third parties before providing personal information.

Where NIWAD uses third-party service providers to host, operate, secure, or support the website, NIWAD will take reasonable steps to ensure that such providers process personal data in accordance with applicable legal and contractual requirements.

15. Children's Privacy

NIWAD is not specifically directed at children and does not knowingly collect personal data from children except where permitted by applicable law. When NIWAD becomes aware that it has collected personal data from a child in circumstances where such processing is not permitted, it will take reasonable steps to delete the information.

Where the processing of a child's personal data is permitted or required by law, NIWAD will apply appropriate safeguards and obtain any consent or authorisation required by law.

16. International Transfers

Where NIWAD or its service providers need to transfer personal data outside Nigeria, such transfer will be carried out in accordance with applicable Nigerian data protection law and appropriate safeguards.

17. Contact and Privacy Requests

Questions, privacy requests, complaints, or requests concerning information contained in a NIWAD listing may be submitted through niwad.ng

18. Changes to this Policy

NIWAD may update this Privacy Policy from time to time to reflect changes in its services, technology, legal requirements, or data protection practices. The updated version will be published on the NIWAD website with its effective date.

B. TERMS OF SERVICE

Last updated:

Welcome to *niwad.ng*. By accessing or using this website, you agree to the terms outlined below.

1. About NIWAD

niwad.ng is a searchable online platform that connects households, businesses, and communities with verified recycling, upcycling, and waste management service providers across Nigeria.

2. Using this website

This site is available for personal, educational, and non-commercial use in connection with finding or listing waste management services. By using it, you agree not to:

- a. Interfere with, disable, or otherwise disrupt the functioning of the site
- b. Attempt to gain unauthorised access to any part of the platform or its underlying systems
- c. Scrape, harvest, or extract data from the directory using automated means without our consent
- d. Provide false, misleading, or fraudulent information through our listing forms, surveys, or contact channels

3. Intellectual property

Except where stated otherwise, all text, graphics, branding, and directory content on this site belong to NIWAD and Plogging Nigeria. Where materials are made available for public reference (such as directory listings or educational content), you may share or cite them with proper credit to NIWAD. Our name and logo may not be used in a way that suggests partnership, endorsement, or affiliation without prior written consent.

5. Information submitted by users

When you submit details through our listing forms, surveys, or sign-up channels; whether as a service provider, household, or partner, you confirm that the information given is accurate to your knowledge, and you agree to its use as set out in our Privacy Policy.

6. Third-party links

The site may direct you to third-party tools and platforms (such as Google Forms, Google Drive, social media, or partner and sponsor websites). NIWAD does not control and is not responsible for the content, practices, or reliability of these external sites.

7. No guarantee of accuracy

We work to keep directory listings and site content accurate and up to date, but NIWAD cannot guarantee that all information is complete, current, or error-free.

8. Limitation of liability

Where permitted by law, NIWAD and Plogging Nigeria will not be held liable for indirect, incidental, or consequential losses arising from your use of this website or your reliance on the directory or its content.

9. Governing law

These terms are subject to the laws of the Federal Republic of Nigeria.

10. Updates to these terms

These terms may be revised periodically. Continuing to use the website after changes take effect means you accept the updated terms.

Get in touch

For questions regarding these terms, reach out to niwad@ploggingnigeria.org

C. DISCLAIMER

Last updated:

1. Not a substitute for direct verification

Nothing on this site should be treated as a substitute for independently verifying a listed service provider's credentials, licensing, or suitability before engaging their services. NIWAD provides a platform for discovery and connection; it does not certify, inspect, or guarantee the quality of any listed provider's work.

2. Directory data and figures

Listings, statistics, and figures presented on this website reflect the most recent information available to NIWAD at the time of publication, including data gathered during our directory launch and ongoing data-collection efforts across states and local government areas. Waste sector data in Nigeria is still developing, and figures may be revised as new information is verified or submitted. Where data is drawn from partner organisations or external sources, we aim to credit those sources accurately.

3. External links

This website may link to third-party sites and tools (such as partner organisation pages, government resources, or social media) for informational purposes. NIWAD does not control and is not responsible for the content, accuracy, or practices of these external sites.

4. No guarantee of outcomes

While NIWAD is built to improve access to verified waste management providers and support Nigeria's circular economy, we cannot guarantee specific outcomes, such as successful transactions, service quality, or business growth resulting from use of the directory.

Contact us

If you have questions about this disclaimer, reach out to niwad@ploggingnigeria.org

