

Interra Outsourcing (a service of Interra Networks Limited)

Effective Date: 27th October, 2025

1. Introduction

Interra Outsourcing (“we,” “us,” or “our”) is a **service provided by Interra Networks Limited**, headquartered in Abuja, Nigeria. We are committed to protecting the privacy and confidentiality of our website visitors, clients, and business partners.

This Privacy Policy explains how we collect, use, disclose, and protect personal and business information in compliance with:

- The **Nigeria Data Protection Act (NDPA)**, 2023
- The **General Data Protection Regulation (GDPR)** (where applicable for EU/EEA clients)

By using our website www.interraoutsourcing.com or our services, you agree to the terms of this Policy.

2. Who We Are

Interra Outsourcing is a **business process outsourcing (BPO)** service line under **Interra Networks Limited**. We help businesses manage customer experience, call centre, and back-office operations.

All data collected through this website is processed by:

Interra Networks Limited

4 Umana Okon Umana Street,
Central Business District,
Abuja, FCT, Nigeria

 complaine@interranetnetworks.com

 www.interraoutsourcing.com

3. Information We Collect

We may collect the following categories of information:

a. Information You Provide Voluntarily

When you:

- Fill out a contact form or inquiry form
- Subscribe to our newsletter
- Request a proposal or demo

b. Information Collected Automatically

When you visit our website, we may collect:

- IP address and approximate location
- Browser type and version
- Device type and operating system
- Pages visited and duration of visit
- Cookies and similar tracking technologies (see section 9)

c. Client Data (Service Delivery)

For outsourcing clients, we may process limited customer or operational data provided by your business in the course of delivering contracted services. This processing is governed by a separate **Service Agreement** and **Data Processing Addendum (DPA)**.

4. How We Use the Information

We process personal data to:

- Respond to inquiries and requests for information
- Provide and manage our outsourcing services
- Improve our website and user experience
- Send relevant business communications (with consent)
- Comply with legal and regulatory requirements

For client projects, we act as a **data processor**, handling information only as instructed by the client.

5. Data Sharing and Disclosure

We do **not sell, rent, or trade** personal data.

We may share information only with:

- **Authorized employees or agents** under confidentiality obligations
- **Service providers** (e.g., cloud hosting, CRM, analytics) under data protection agreements
- **Legal authorities** where required by law

All third parties are bound by contractual obligations to protect data.

6. Data Retention

We retain data only for as long as necessary for the purpose collected, or as required by law. Client data under service contracts is retained per the duration defined in the agreement and securely deleted upon project completion.

9. Cookies and Tracking

Our website uses cookies to:

- Enhance user experience
- Analyze site traffic and performance
- Personalize website content

You can manage or disable cookies via your browser settings. For detailed cookie use, see our [Cookie Policy] (if applicable).

10. Your Data Protection Rights

Depending on your jurisdiction, you may have the right to:

- Access the data we hold about you
- Request correction or deletion of your data
- Withdraw consent to processing (where applicable)
- Object to certain data uses
- Request data portability

To exercise any of these rights, contact us at:

 compliance@interranetworks.com

We will respond to verified requests within statutory timelines.

11. Data Security

We employ appropriate technical and organizational measures to protect data from unauthorized access, loss, or misuse, including:

- Encrypted storage and transmission
 - Access control and authentication protocols
 - Employee confidentiality agreements
 - Regular system security reviews
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12. Third-Party Links

Our website may contain links to third-party sites. We are not responsible for the privacy practices or content of such sites.

13. Children's Privacy

Our website and services are not directed to individuals under 18 years of age. We do not knowingly collect data from minors. If you believe a minor has provided us data, contact us to delete it.

14. Changes to This Policy

We may update this Policy periodically. Updates will appear on this page with a revised "Last Updated" date. Continued use of our website after updates constitutes acceptance of the revised Policy.

15. Contact Us

If you have questions or concerns about this Privacy Policy, please contact us:

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