

MOTOVERIFY PRIVACY POLICY

Provided by Lambano Digital Solutions Ltd

Effective Date: 15 August 2026

Last Updated: 15 August 2026

1. Introduction

Welcome to **MotoVerify**, a motorcycle driver and vehicle verification service provided by **Lambano Digital Solutions Ltd** ("Lambano Digital Solutions", "we", "us", or "our").

MotoVerify is designed to help passengers verify a motorcycle driver **before starting a ride**.

The service allows a passenger to enter or scan a motorcycle registration/plate number and receive available verification information associated with that motorcycle and its registered or verified driver.

We are committed to protecting personal data and respecting the privacy of drivers, motorcycle owners, passengers and other individuals who interact with MotoVerify.

This Privacy Policy explains what information MotoVerify processes, why it is processed, how it is protected, when it may be shared, and the rights available to individuals under applicable law.

MotoVerify is intended to operate in accordance with the laws of the **Republic of Rwanda**, including applicable personal data protection and privacy requirements.

2. Who We Are

Service: MotoVerify

Service Provider: Lambano Digital Solutions Ltd

Country: Rwanda

Lambano Digital Solutions Ltd operates and manages the MotoVerify platform.

For personal data relating to registered drivers and motorcycles, Lambano Digital Solutions may act as a **data controller** where it determines the purposes and means of processing that information.

Where we process information on behalf of another organization under its instructions, we may act as a **data processor**.

3. What MotoVerify Does

MotoVerify is a verification platform designed to provide passengers with information that can help them identify and verify a motorcycle driver before a ride.

The basic process is:

1. A passenger sees a motorcycle and its registration/plate number.
2. The passenger opens MotoVerify.
3. The passenger enters or scans the motorcycle plate number.
4. MotoVerify checks the plate number against its verification records.
5. MotoVerify displays the available verification result.
6. The passenger can use that information to make a more informed decision before starting the ride.

MotoVerify does not require a passenger to create an account simply to perform a basic motorcycle verification.

4. Information We Collect

4.1 Passenger Information

MotoVerify does not require passengers to provide personal information to use the basic verification service.

A passenger can enter or scan a motorcycle plate number without providing:

- Name;
- Telephone number;
- Email address;
- National identification number;
- Passport number;
- Residential address; or
- Other personal identification information.

We do not intentionally collect a passenger's personal identity merely because the passenger uses the plate-number verification function.

However, our technical systems may automatically process limited technical information necessary to operate, secure and maintain the platform, as described below.

4.2 Driver Information

MotoVerify may collect and process information about drivers who register for or participate in the MotoVerify verification system.

This may include:

- Driver name;
- Motorcycle registration/plate number;
- Driver photograph, where applicable;
- Driver verification status;
- Motorcycle make and model;
- Driver registration information;
- Driver licence or permit information where necessary and lawfully collected;
- Information submitted during driver verification;
- Verification date;
- Account information, where a driver account is provided; and
- Other information reasonably necessary to verify a driver.

4.3 Motorcycle Information

MotoVerify may process information associated with a motorcycle, including:

- Registration/plate number;
- Motorcycle make;
- Motorcycle model;
- Motorcycle registration information;
- Verification status;
- Information provided by the driver or motorcycle owner; and
- Other information reasonably necessary to identify and verify the motorcycle.

4.4 Verification Information

When a passenger enters or scans a motorcycle plate number, MotoVerify may process that plate number to determine whether a corresponding motorcycle or driver has been registered and verified.

The system may record limited information relating to verification activity for purposes such as:

- Security;
- Fraud prevention;
- System monitoring;
- Service improvement;

- Troubleshooting; and
- Legal or regulatory compliance.

Where technically possible and appropriate, verification records will be designed to minimize unnecessary personal information.

4.5 Technical Information

When MotoVerify is accessed through a website or application, our systems may automatically receive limited technical information necessary to operate and secure the service.

This may include:

- IP address;
- Device type;
- Browser or application type;
- Operating system;
- Date and time of access;
- Technical logs;
- Error information; and
- Security-related information.

This information is primarily used to operate, maintain and protect MotoVerify.

5. How We Use Information

We may process information for the following purposes:

5.1 Driver Verification

To register and verify motorcycle drivers and their motorcycles.

5.2 Passenger Verification

To allow a passenger to check whether a motorcycle and/or driver is registered and verified with MotoVerify.

5.3 Safety and Trust

To provide information that may help passengers make a more informed decision before starting a motorcycle ride.

5.4 Fraud Prevention

To detect and prevent:

- Fake driver registrations;
- Fake motorcycle information;
- Unauthorized use of verification information;
- Duplicate registrations;
- Fraudulent activity; and
- Attempts to manipulate MotoVerify records.

5.5 Platform Security

To protect MotoVerify against unauthorized access, attacks, misuse and other security threats.

5.6 Service Improvement

To maintain, test and improve the functionality and reliability of MotoVerify.

5.7 Customer Support

To investigate complaints, verification issues and technical problems.

5.8 Legal Compliance

To comply with applicable laws, regulations, lawful government requests and other legal obligations.

6. What a Passenger May See

When a passenger enters or scans a motorcycle plate number, MotoVerify may display limited information necessary for verification.

Depending on the MotoVerify system and verification arrangement, this may include:

- Motorcycle plate number;
- Verification status;
- Driver name or limited name information;
- Driver photograph, where applicable;
- Motorcycle information;
- Verification status or badge;
- Other information reasonably necessary to confirm the driver's verification.

MotoVerify will seek to avoid unnecessarily displaying highly private information.

For example, MotoVerify should not publicly display a driver's:

- National ID number;
- Passport number;
- Residential address;
- Private personal telephone number;
- Financial information;
- Password; or
- Other confidential information.

7. Driver Registration and Verification

A driver who wishes to be registered or verified through MotoVerify may be required to provide information necessary to establish the driver's identity and confirm the motorcycle being used.

The information may be provided directly by the driver or, where applicable, by an authorized organization or verification partner.

Drivers are responsible for providing accurate, complete and current information.

Lambano Digital Solutions may request supporting documentation where reasonably necessary for verification.

8. Verification Status

MotoVerify may use different verification statuses to communicate the status of a driver or motorcycle.

For example:

Verified — the available information has satisfied the applicable MotoVerify verification requirements.

Pending — verification has not yet been completed.

Expired — a previous verification is no longer current.

Suspended — the verification has been temporarily suspended.

Not Verified — the motorcycle or driver could not be confirmed as verified through MotoVerify.

The exact verification statuses and requirements may change as MotoVerify develops.

A MotoVerify verification result is based on information available to the platform at the time of verification.

9. Important Safety Disclaimer

MotoVerify is a **verification service**.

A verified status does not guarantee that:

- A driver will always behave safely;
- A driver will never commit misconduct;
- A motorcycle will always be mechanically safe;
- A driver will always comply with traffic laws;
- An accident will not occur; or
- All information will remain current after verification.

Passengers should continue to exercise reasonable care and judgment when using motorcycle transportation.

MotoVerify does not replace the responsibilities of drivers, motorcycle owners, transport operators or relevant authorities.

10. Legal Basis for Processing

Where applicable, Lambano Digital Solutions will process personal data on a lawful basis recognized by applicable Rwandan law.

Depending on the circumstances, this may include:

- Consent;
- Performance of a contract;
- Compliance with a legal obligation;
- Protection of vital interests;
- Performance of a task carried out in the public interest;
- Legitimate interests where permitted by law; or
- Another lawful basis permitted by applicable law.

Where consent is required, we will seek consent in an appropriate manner.

11. Sharing of Information

We do not sell personal information to third parties for their own marketing purposes.

Information may be shared where reasonably necessary for the operation and protection of MotoVerify or where permitted or required by law.

This may include sharing information with:

- Authorized technology providers;
- Hosting providers;
- Security providers;
- Verification partners;
- Authorized transport organizations;
- Government or regulatory authorities where legally required;
- Professional advisers where necessary; and
- Other authorized service providers supporting MotoVerify.

We seek to limit information shared with third parties to information reasonably necessary for the relevant purpose.

12. Information Displayed to the Public

MotoVerify is specifically designed to make certain verification information available to passengers.

A motorcycle plate number may be used to retrieve the corresponding verification information.

Because the purpose of MotoVerify is to allow passengers to verify a driver before a ride, certain driver and motorcycle information may be visible to a passenger who submits the relevant plate number.

We will seek to limit the information displayed to what is reasonably necessary for verification and passenger safety.

13. Data Security

Lambano Digital Solutions takes reasonable technical and organizational measures to protect information processed through MotoVerify.

These measures may include:

- Access controls;
- Authentication;
- Restricted administrative access;
- Encryption where appropriate;
- Security monitoring;
- System logging;
- Backups;
- Fraud detection;
- Secure hosting; and
- Other appropriate security measures.

No online system can be guaranteed to be completely secure. We therefore cannot guarantee that unauthorized access, loss or disclosure will never occur.

14. Data Retention

We retain information only for as long as reasonably necessary for the purposes for which it was collected, unless a longer retention period is required or permitted by law.

Driver and motorcycle verification information may be retained while the information is needed to operate MotoVerify and maintain verification records.

Technical and security logs may be retained for a reasonable period for security, troubleshooting, fraud prevention and legal purposes.

When information is no longer required, we may delete, anonymize or securely dispose of it in accordance with applicable requirements.

15. Accuracy of Information

MotoVerify aims to maintain accurate and reliable verification information.

Drivers and other persons providing information to MotoVerify are responsible for providing accurate information.

If you believe that information displayed by MotoVerify is incorrect, outdated or associated with the wrong driver or motorcycle, you may contact Lambano Digital Solutions so that the matter can be reviewed.

Where appropriate, incorrect information may be corrected, updated or removed.

16. Location Information

The basic MotoVerify plate verification service does not require a passenger to provide their location.

If future MotoVerify features require location information, MotoVerify may request permission to access location information through the relevant device or browser.

Any location information collected in connection with such features will be handled in accordance with applicable law and the relevant privacy notice.

17. Cookies and Similar Technologies

MotoVerify may use cookies or similar technologies on its website or web application where necessary for:

- Security;
- Website functionality;
- Session management;
- Analytics;
- Performance monitoring; and
- Improving the service.

Users may be able to control cookies through their browser settings.

Disabling certain cookies may affect the functionality of MotoVerify.

18. Third-Party Technology Providers

MotoVerify may use third-party providers to support the operation of the platform.

These services may include:

- Cloud hosting;
- Database hosting;
- Website hosting;
- Security;
- SMS or communications;
- Analytics;
- Mapping services;
- Authentication; and

- Other technology services.

Where third parties process personal information on our behalf, we seek to ensure that appropriate contractual and security protections are in place.

19. International Data Transfers

Some technology providers used by MotoVerify may operate outside Rwanda.

Where personal data is transferred outside Rwanda, Lambano Digital Solutions will take appropriate steps to comply with applicable data protection requirements governing such transfers.

20. Data Breaches

If Lambano Digital Solutions becomes aware of a personal data breach affecting MotoVerify, we will take reasonable steps to:

1. Investigate the incident;
2. Contain and secure affected systems;
3. Assess the nature and extent of the breach;
4. Take appropriate corrective action; and
5. Make any notifications required by applicable law.

21. Your Privacy Rights

Depending on applicable law, individuals may have rights concerning their personal data, including the right to:

- Request access to personal information held about them;
- Request correction of inaccurate information;
- Request deletion where legally applicable;
- Object to certain processing;
- Request restriction of certain processing;
- Withdraw consent where processing is based on consent; and
- Exercise other rights available under applicable data protection law.

Some rights may be subject to legal limitations or identity verification requirements.

22. Driver Requests

A driver may contact Lambano Digital Solutions if the driver believes that:

- Their information is incorrect;
- Their motorcycle has been incorrectly associated with another driver;
- Their verification status is incorrect;
- Their information should be updated;
- Their personal information is being displayed incorrectly; or
- They have another privacy concern.

We may request reasonable information to verify the identity of the person making the request before making changes to an account or verification record.

23. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Changes may be made because of:

- Changes to MotoVerify;
- Changes in our data processing activities;
- Changes in technology;
- Changes in applicable laws; or
- Improvements to our privacy practices.

When appropriate, we may notify users through the MotoVerify website, application or another suitable method.

The "Last Updated" date at the beginning of this Privacy Policy shows when the policy was last updated.

24. Contact Us

For questions, privacy requests, complaints or concerns regarding MotoVerify or the processing of personal data, please contact:

Lambano Digital Solutions Ltd
MotoVerify
Rwanda

Email: lambanocare@gmail.com

Telephone: +2507 966 90518

Website: <https://www.motodriververify.com/>

When contacting us about personal data, please provide enough information for us to understand and investigate your request.

25. Governing Law

This Privacy Policy shall be interpreted and applied in accordance with the applicable laws of the **Republic of Rwanda**.

This includes applicable Rwandan laws and regulations relating to personal data protection and privacy.

MotoVerify

Verify Before Your Ride.

Powered by Lambano Digital Solutions Ltd

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