Privacy Policy

Learn how AsedaHost collects, safeguards, and processes personal data across our web portals, ticketing systems, USSD voting gateways, and mobile applications under the Ghana Data Protection Act (Act 843).

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1. Introduction & Data Controller

AsedaHost ("AsedaHost", "we", "us", or "our") is a platform operated by **Erudite Africa Network**, a company registered in the Republic of Ghana. We operate the digital event voting, smart ticketing, and equipment rental ecosystem at **asedahost.com**.

We are committed to operating in full compliance with the **Ghana Data Protection Act, 2012 (Act 843)**, supervised by the Data Protection Commission (DPC). This Privacy Policy explains our practices regarding how we collect, handle, protect, and process personal data when you interact with our platform.

2. Information We Collect

We only collect the basic information needed to deliver tickets, register votes, and manage your account:

- **Your Account Details:** Your name, email address, phone number, profile photo (optional), and encrypted password when you sign up.
- **Ticket Purchases:** Your name, phone number, and email address so we can send you your digital tickets and scannable QR entry pass.
- **Voting Information:** Your phone number, the nominee you voted for, the award category, and the number of votes cast.
- **Host & Organizer Details:** Contact name, phone number, email address, event details, and the Mobile Money number or bank account you provide to receive your payouts. (AsedaHost does not take or store Ghana Cards).
- **Basic Web Connection Logs:** Your IP address and browser type, recorded automatically to keep you securely signed in and prevent spam bots. We do not track your device or follow you across other websites.

3. Why We Process Your Data (Act 843)

Under Ghana's Data Protection Act, 2012 (Act 843), we handle your data on clear, lawful grounds:

- **To Deliver Your Service:** To issue tickets you purchase, record your votes in real time, and pay out event payouts to hosts.
- **Legal & Tax Obligations:** Keeping payment transaction history as mandated by national financial regulations.
- **Safety & Fraud Prevention:** Protecting your account and preventing duplicate voting or ticket counterfeiting.

4. How We Use Your Information

We use your details to:

- Send you SMS and email confirmations with your scannable QR ticket.
- Count your votes and display accurate, real-time leaderboard rankings.
- Scan and check you into events quickly at the entrance.
- Send event earnings directly to organizers via Mobile Money or Bank transfer.

- Help you with customer support whenever you reach out to us.

5. Who We Share Data With

We never sell or rent your personal information to advertisers. We share information only with trusted partners essential to running the service:

- **Payment Partner (Hubtel):** To process your Mobile Money and card payments safely.
- **SMS Providers:** To send your ticket codes and login verification messages to your phone.
- **Event Hosts:** Organizers receive attendee lists (names and ticket types) so they can verify attendees at the gate.

6. How Long We Keep Your Data

We keep your information only as long as needed to provide our services and meet legal requirements:

- Temporary browsing data is cleared automatically within a few weeks.
- Official payment and payout transaction records are stored securely for five (5) years in compliance with national financial and tax laws.
- If you ever want your personal details removed, you can submit a request anytime through our Data Deletion Policy.

7. Your Privacy Rights

Under Ghanaian law, you have full control over your personal data:

- **Check Your Information:** You can ask to see what personal details we have on file for you.
- **Update Your Details:** You can edit or correct any information that is outdated or incorrect.
- **Delete Your Account:** You can request that we erase your personal account data at any time. See our Data Deletion Policy for how this works.
- **Object to Processing:** You can ask us to stop using your personal data for a particular purpose, where we are not required by law to continue.
- **Complain:** If you are unhappy with how we have handled your personal data, you can raise it with us and, separately, with Ghana's Data Protection Commission.

To exercise any of these rights, email privacy@asedahost.com. We aim to respond within seven (7) business days, and in any event within the timeframes set by the Data Protection Act, 2012 (Act 843). We do not charge for these requests, and exercising them will never affect your access to our services.

Complaining to the Data Protection Commission

You have the right under the Data Protection Act, 2012 (Act 843) to lodge a complaint with the Data Protection Commission about how we handle your personal data. You can do this at any time, and you do not have to raise the matter with us first — although we would appreciate the chance to put things right if you contact us before escalating.

Data Protection Commission (Ghana)

Information Services Department, 3rd Floor, Adabraka, Accra

Digital Address: GA-076-8230

Telephone: +233 30 263 1455 / +233 25 630 1533

Email: info@dataprotection.org.gh

Website: dataprotection.org.gh

8. How We Keep Your Information Safe

We take your security seriously and protect your personal information using trusted safeguards:

- **Secure Connections:** All browsing, ticket checkout, and voting pages use secure, encrypted HTTPS connections.
- **Protected Passwords:** Your account password is encrypted and can never be viewed in plain text by anyone, including our staff.
- **Safe Payments:** All Mobile Money and card payments happen directly on Hubtel's secure payment screens. AsedaHost never sees, asks for, or stores your secret MoMo PINs or card numbers.
- **Strict Team Access:** Only authorized support staff who need your details to resolve an issue or fulfill an order can access account records.

9. Cookies & Session Management

We use strictly necessary session cookies to maintain your authenticated login session and preserve ticket checkout states. AsedaHost does not deploy marketing, advertising, or cross-site tracking cookies. For comprehensive details, view our Cookie Policy.

10. Contact Our Privacy Office

Data Protection Officer — AsedaHost

Official Privacy & Compliance Desk

Email: privacy@asedahost.com or legal@asedahost.com
Support Hotline: +233 55 163 5653 / +233 53 538 5541
Jurisdiction: Accra & Kumasi, Republic of Ghana