

Welcome to the website myoilchange.totalenergies.ng By connecting to or consulting the myoilchange.totalenergies.ng website, you acknowledge that you have read, understood, and accept and without limitation or reservation, the personal data, and cookies charter (the "charter") and our general conditions of use. Please note that other terms and conditions relating to personal data and cookies apply to other sites of the TotalEnergies Company and we recommend that you consult them carefully.

The charter aims to inform you of the rights and freedoms that you can assert regarding our use of your personal data and describes the measures we implement to protect them.

TotalEnergies Marketing Nigeria Plc is the "data controller" of personal data relating to the management of the website. These treatments are carried out in accordance with applicable law.

1. Purpose, basis for processing the data collected and retention period

You are likely to provide us with a certain number of personal data such as your name and first name, mobile number, email, vehicle registration number, to benefit from the services offered by the site and to respond in particular to your requests for information.

You consent to us processing your data. This information is necessary to allow you to process your request, otherwise it cannot be processed. You can withdraw your consent at any time without this calling into question the processing carried out previously, by writing to the following address: customerservicengr@mailing.totalenergies.com

In our online forms, mandatory fields are marked with an asterisk. If you do not answer the mandatory questions, we will not be able to provide you with the service(s) request(s).

Your personal data is not subsequently processed in a manner incompatible with the purposes described above or under the collection forms. Your data is kept for a maximum of three (3) years from your last contact with TotalEnergies Marketing Nigeria Plc and may, if necessary, be kept in intermediate archives for the applicable limitation period.

3. Recipients of the data

Your personal data may be communicated to certain departments of the controller or companies of the TotalEnergies Company as well as to certain partners, or subcontractors.

4. Data transfers

Any transfer of data to another country shall be carried out in accordance with the applicable regulations and in such a way as to ensure adequate protection of the data.

As part of the services provided on the site, your data, your name and first name, telephone number, vehicle registration number may be transferred to the following recipients located in Nigeria:

Vehicle Insurance companies in Nigeria, FRSCN, NITDA or NCC.

5. Security and confidentiality of your data

The controller implements appropriate measures to preserve the security and confidentiality of your personal data and, in particular, to prevent them from being distorted, damaged, or accessed by unauthorized third parties.

6. Cookie management

6.1 Principle

A cookie is a file that makes it possible to record information relating to the navigation of your computer on the website, number of pages viewed and in particular to facilitate your visits to the site.

You can at any time delete the "cookies" installed on your computer, oppose the registration of new "cookies" and receive a notification before installation of a new cookie by configuring your browser tool via the instructions below ("Types of cookies, cookies and statistics and setting").

Please note that if you set a "cookie" or object to the installation of "cookies" on your machine, you may not be able to benefit from some of the services of the website.

6.2. Types of cookies, cookies and statistics and setting

The cookies that can be installed on your server, when you browse the site, are cookies that have either the exclusive purpose of allowing or facilitating communication by electronic means or that are strictly necessary for the provision of the service you request (language cookies, identification cookies ...), or statistics cookies or other cookies under the conditions described below.

When cookies require your prior consent to their installation, we ask you by means of the link "to learn more", appearing on the first page of the website, being specified that the continuation of your navigation on the site implies acceptance.

6.2.1. What cookies are installed?

- **Cookies offered by the data controller**

Cookie	Some	How to refuse?	Durée
		See Article 6.2.2	
		See Article 6.2.2	

- **Cookies offered by third parties**

Cookie Publisher	Description	Comment refuser ?	Durée
Par exemple : Xiti		See Article 6.2.2	
Par exemple : Google Analytics		See Article 6.2.2	

- **Statistics cookies**

Cookie publisher	Description	How to refuse?

Statistics cookies make it possible to measure the number of visits, the number of pages viewed as well as the activity of users on the site and their frequency of return. The statistics tool uses, *AT Internet* which generates a cookie with a unique identifier, whose retention period is limited to 12 months. Your IP address is also collected to determine the city from which you are connecting. This is immediately anonymized after use, thus preventing your identification as a natural person. The statistical data of frequentation are collected by the service provider *AT Internet* and are subsequently returned. The data collected is not collected from third parties or used for any other purpose. You can block these cookies at any time according to the "opt-out" procedure referred to above via the link [\[Insert hypertext link depending on the tool or tools used 1.](#)

6.2.2. How to delete, be notified of ('installation of cookies or set your browser)

- **How to delete WI install & "cookies" on your computer?**

Go to your workstation;
Select in C:\ The Windows folder
Open the "Temporary Internet Files" folder;
Select all files (CTRL A);
Choose ('Delete'option).

- **How to set your browser to refuse or be notified of ('installation of cookies?')**

Browsing with Internet Explorer 5 (Microsoft): Choose "Tools", "Internet Options", "Security", "Customize Level", in the scrolling menu go to "cookies", section "allow cookies on your computer", choose "request" to be notified or "deactivate" to refuse all "cookies";
Browsing with Internet Explorer 6, 7 or 8 (Microsoft): Choose "Tools", "Internet Options", "Privacy", then the level you want to apply;
Browsing with Firefox: Click on "Tools", "Options". In "Privacy" check "Accept cookies";
Navigation with Google Chrome: Click on "Customize and control Google Chrome", choose "Settings". In "Confidentiality" click on "Content settings" and check "Block cookies and third-party site data".
Browsing with Safari: Click on "Preferences" then on "Privacy" then select an option relating to "Cookies and website data": "Always block", "Allow from the active website only", "Allow from the websites I have visited"

7. Your rights / Contact

In accordance with the regulations in force, you have the right to access, rectify, delete and oppose your personal data.

You can request the disclosure of your personal data and you have the right to define guidelines relating to the fate of your personal data. You can also request the restriction of processing of your personal data.

You can exercise your rights and ask us about the processing of your personal data by contacting:

TotalEnergies Marketing Nigeria Plc

4 Churchgate Street, Victoria Island Lagos