

AIRTEL NETWORKS ZAMBIA PLC

PRIVACY NOTICE

1. Introduction

Airtel Networks Zambia Plc offers telecommunication and mobile services to consumers in Zambia. Our Privacy Notice informs you of (i) who we are (ii) the personal data we collect about you (iii) the reason for collecting the data and (iv) how we use the information. In this regard, this Privacy Notice relates to the handling of your personal data as we are committed to protecting and safeguarding your privacy and interests. The use of Personal data in this Notice means any information relating to an identified or identifiable individual.

2. Who Airtel Zambia is in the context of personal information

Airtel Networks Zambia PLC ('Airtel Zambia or 'We') is a controller of your personal data and responsible for the processing of your data.

3. Personal Data Collected

- 3.1 We collect, use, store and transfer different types of personal data including but not limited to identity data, contact data, financial data, transaction data, technical data, email data, profile data, usage data, cookie data marketing and communication data. This personal data is required to facilitate provision of telecommunication services to customers and can be collected either in person, over the phone, by email, or via our website. For example, when you buy a SIM card, register the details, request for further information about our product, fill in a form, apply for a job through our website, subscribe to any newsletters, access our website or participate in our customer engagement surveys.
- 3.2 While visiting our website, the server used by Web Host will record the following: Your IP Address; the date and time of your visit; the type of Internet Browser used; the URL of any website that you were directed from; and the personal information from your computer when you browse this site will be collected voluntarily.

4. Use of Personal Data

- 4.1 Airtel Zambia collects Personal Data only for the purposes identified in this Notice and such information cannot be reused for purposes incompatible with the original purpose.
- 4.2 We use your personal data for the following reasons (this list is not completely exhaustive):
- to communicate with you i.e., responding to any of your queries, sharing newsletters or alerts, marketing;
 - to process payments or billing of products or services;
 - to allow for the purchase and use of telecommunication services which include voice calls, data bundles, messaging, and roaming capabilities etc.;
 - to enable you to purchase products/ services (routers, sim cards, internet cables, collocation, phones,)
 - to improve internal operations such as managing and use of network, products, and service offerings;
 - to comply with any legal, governmental, or regulatory requirement or for use by our lawyers in connection with any legal proceedings;
 - for identity verification, credit checks, fraud prevention, security purpose and debt recovery purposes;
 - for research, statistical, survey and other scientific or business purposes;

5. Retention of Data

Your Personal Data will be kept as long as is necessary for the purpose and in accordance with the law.

6. Sharing of Personal Data

- 6.1 For purpose of providing services, we may share your personal data with third-party service companies or individuals who perform services for us. The third-party service companies or individuals are not authorized to disclose the personal data to any third party.
- 6.2 Due to the mutual trust with our customers, Airtel Zambia will maintain at all times the privacy and confidentiality of all personal

information collected. Such information may only be disclosed when required by law or when in good faith we believe that such action is necessary or desirable to comply with the law, protect or defend the rights or property of airtel, this site or its users.

7. Cross-Border Transfer of Personal Data

As a multinational operating company, we may transfer your personal data to or give access to other affiliated companies or third-party vendors located outside the country. This transfer will be necessary and in accordance with the law or observance of a legal obligation. The transfer will also be conducted in compliance with laws on cross-border transfers ensuring adequate safeguards for the protection of the personal data.

8. Privacy Policy

You can access the Airtel Zambia Data Privacy and Protection Policy by clicking on this link <https://www.airtel.co.zm/assets/pdf/Airtel-Networks-Zambia%20-PLC-Privacy-Policy.pdf>.

9. Cookies

- 9.1 We may store some of your data using "cookies" i.e a small text file that can be stored on and accessed from your device when you visit one of our websites. This enables us to recognise you when you visit our websites. The use of cookies allows us to identify you, track your preferences and the use of our websites.
- 9.2 Our website may contain links to other websites. airtel will not be responsible for contents of other websites including their data collection practices and privacy policies.

10. Legal Rights

10.1

10.1 You can exercise the following rights with respect to your Personal Data with Airtel:

- a) request for and access your Personal Data collected and stored by Airtel and the purpose for which it is being processed;
- b) withdraw consent at any time. For example, you can withdraw your consent to receipt of our marketing or promotional materials or unsubscribe to our newsletters;
- c) object to automated decision making;
- d) request rectification and modification of Personal Data kept by Airtel;
- e) request for deletion of your Personal Data;
- f) be informed of and entitled to provide consent prior to the processing of Personal Data for purposes other than that for which the Personal Data were collected;
- g) request for the portability of the Personal Data to another data controller of your choice;
- h) request that Airtel restricts processing of your Personal Data; and
- i) request for information regarding any specific processing of your personal data.

10.2 You have rights under data protection laws and regulations in relation to your personal information. You have the right to lodge a complaint with us regarding these rights or contact the Data Protection Commissioner or competent authorities; however, we will appreciate if you first contact us for assistance before escalating a matter to the Data Protection Commissioner.

11. Contents

All contents published on our website reflect the latest available information. There is a possibility that some of the content may be outdated and this is not due to negligence but is out of our control. Only formal documents are considered to be official and reflect all company changes. The company is not to be held liable in respect to the content on this site if used in sole discretion. We have full rights to change content without prior notice.

12. Queries

In the event you have further queries to your personal data, please contact the Data Protection Officer at:

Data Protection Officer

Airtel Networks Zambia Plc

Airtel House, Stand No. 2375, Corner of Great East/Addis Ababa
Roads, Lusaka

Email: dataprotection@zm.airtel.com