



Vodacom Privacy Policy (“Privacy Policy”)

1. Who we are

This website <http://www.vm.co.mz/> (the **Website**) is operated by VM, SA (trading as Vodacom Mozambique) (“**Vodacom**”) and the address of **Vodacom’s** head office is Vodacom Building at Rua dos Desportistas, no. 649, in Maputo, Mozambique.

References to “Vodacom”, “we”, “us”, “our” and “ours” in this Privacy Policy mean **Vodacom**.

Reference to “Vodafone” means Vodafone Group Plc and any company or other organization in which Vodafone Group Plc owns more than 15% of the share capital.

The terms “you”, “your” and “yours” when used in this Privacy Statement mean any user of this Website.

2. Purpose of this Privacy Policy

We are committed to the privacy and confidentiality of information provided to us. This Privacy Policy provides information to help you understand how we collect, use and share your personal information and our privacy practices with regard to any personal information collected by us from you directly and/or through the Website or the use of our products and services.

Personal information means unique information which identifies you, and includes information such as your name, email address, telephone number, MSISDN, biometric information and password, as well as any other personal data collected.

3. Notification of changes to Privacy Policy

We are continually improving our methods of communication and adding new functionality and features to this Website and to our existing services. Because of these ongoing changes, changes in the law and the changing nature of technology, our data protection practices will change from time to time. If and when our data protection practices change, we will update this Privacy Policy to describe our new practices. If we do we will notify you next time you visit this site. We encourage you to check this page regularly.

4. Collecting your personal information

We are committed to informed and limited collection of essential personal information.

We can get your personal information when you:

- Apply and register in our Supplier Website for the purpose of an RFP.
- Visit or browse our Supplier Portal or other Vodacom Group website
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With your permission or consent and/or as permitted by law, we may also collect information about you from other organizations or third parties, if this is appropriate and allowed by law. These include fraud-prevention agencies, business directories, credit reference agencies and other companies.



5. Understanding what you want (the use of cookies)

We might also use cookies (small text files stored in your browser) and other techniques such as web beacons (small, clear picture files used to follow your movements on our Website). These collect information that makes the website remember you and tells us how you use our Website, web-related products and services.

This, in turn, helps us make our Website relevant to your interests and needs. They also help us find information once you have logged in or help us link your browsing information to you and your personal information, for example, when you choose to register for a service. We may use a persistent cookie (a cookie that stays linked to your browser) to record your details so we can recognize you if you visit our Website again.

Cookies by themselves cannot be used to discover your identity. Cookies do not damage your computer. You can set your browser to notify you when you receive a cookie. This enables you to decide if you want to accept it or not. If you choose not to accept cookies from our Website this may limit its functionalities or performance.

6. Anonymous data collected through this Website

In addition to the information we collect as described above, we use technology to collect anonymous information about the use of our Website. For example, our web server automatically logs which pages of our Website our visitors view, their IP addresses and which web browsers our visitors use. This technology does not identify you personally; it simply enables us to compile statistics about our visitors and their use of our Supplier Website.

Our Supplier Website contains hyperlinks to other pages on our Supplier Website. We may use technology to track how often these links are used and which pages on our Website our visitors choose to view. Again this technology does not identify you personally – it simply enables us to compile statistics about the use of these hyperlinks.

Likewise, if you reached our Website by clicking on a link or advertisement on another website, we also log that information. This assists us to maximize our Internet exposure as well as understand the interests of our users. All of this information is collected and used only in the aggregate: it is entered into our database, where we can use it to generate overall reports on our visitors, but not reports about individual visitors.

We also use your IP address to help diagnose problems with our server and to administer our Supplier Website. An IP address is a numeric code that identifies your computer on a network, or in this case, the Internet. Your IP address is also used to gather broad demographic information.

We may also perform IP lookups to determine which domain you are coming from to more accurately gauge our users' demographics.

7. The personal information we collect

The information we collect about you depends on the **Vodacom** products and services you use and subscribe to. It includes (but isn't limited to) the following:

- Your name, date of birth, home language, address, account information and email address.
- Your account information – such as phone number, handset type, handset model, whether you are a prepaid or post-paid customer, dates of payment owed and received, TopUp information, the subscription services you use or any other information related to your account.

8. Use and analysis of your personal information:

We may use and analyse your information to:

- To register on our supplier portal data base
- If Applicable, for supplier onboarding process



We will store your information for as long as we have to by law. If there is no legal requirement, we will only store it for as long as we need it and in accordance with our Data Retention Policy

9. Sharing your personal information

We may share information about you with:

- Companies in the Vodacom and Vodafone Group (Vodafone Group Plc and any company or other organisation in which Vodafone Group Plc owns more than 15% of the share capital).
- Companies who are engaged to perform services for, on behalf of Vodacom (Pty) Ltd including Vodafone Limited, or other Vodafone Group companies.
- Where applicable, credit reference, fraud prevention or business scoring agencies, or other credit scoring agencies.
- Debt collection agencies or other debt recovery organisations.
- Law enforcement agencies, regulatory organisations, courts or other public authorities if we have to, or are authorised to by law.
- Emergency services (if you make an emergency call), including your approximate location.
- We will release information if it is reasonable for the purpose of protecting us against fraud, defending our rights or property, or to protect the interests of our customers.
- If we're reorganised or sold to another organisation, we may transfer any personal information we hold about you to that organisation.

At your option, and only with your consent, we may also share your information with partner organisations we've chosen carefully, so they can contact you about their products and services.

We may share, transfer or disclose the information in our databases and server logs to comply with a legal requirement, for the administration of justice, interacting with anti-fraud databases, to protect your vital interests, to protect the security or integrity of our databases or this Website, to take precautions against legal liability, or in the event of our flotation on a stock exchange, sale, merger, reorganisation, dissolution, disposal of all or part of our assets or similar event. We will inform you of any such transfer or disclosure if we are required to do so by law.

Where appropriate, before disclosing personal information to a third party, we contractually require the third party to take adequate precautions to protect that data and to comply with applicable law.

In the event of a merger/acquisition or company reorganisation, your personal information may be part of the transferred assets and are likely to be disclosed to the new company.

10. Transfer of information abroad

If you are visiting this Website from a country other than Mozambique the various communications will necessarily result in the transfer of information across international boundaries.

By visiting this Website and communicating electronically with us, you consent to the processing and transfer of your personal information as set out in this Privacy Policy.

We may also need to transfer your information to other Vodafone or Vodacom group companies or service providers outside Mozambique, in which case we will fully comply with applicable data protection legislation.

11. Keeping your personal information secure

We are committed to implementing leading data security safeguards.



We have specialised security teams who constantly review and improve our measures to protect your personal information from unauthorised access, accidental loss, disclosure or destruction.

If we have a contract with another organisation to provide us with services or a service on our behalf to process your personal information, we will ensure that your information is protected and that they only process your information in the way we have authorised them to. These organisations will not be entitled to use your personal information for their own purposes. If necessary, our security teams will check them to make sure they meet the security requirements we have set.

Communications over the internet (such as emails) are not secure unless they have been encrypted. Your communications may go through a number of countries before being delivered – as this is the nature of the internet. We cannot accept responsibility for any unauthorised access or loss of personal information that's beyond our control.

We will never ask for your secure personal or account information by unsolicited means of communication. You're responsible for keeping your personal and account information secure and not sharing it with others.

Social plug-ins and social applications are operated by the social network themselves and are subject to their own terms of use and privacy and cookies policies. You should make sure you're familiar with these.

12. Access and corrections to personal information

Under the law, you have the right to access, correct, amend and delete your personal information or to object to the processing of your personal information.

Upon receipt of your written request and enough information to permit us to identify your personal information, we will disclose to you the personal information we hold about you, for which we may make a charge as allowed by applicable law.

We will also correct, amend or delete any personal information that you tell us is inaccurate and notify any third party recipients of the necessary changes. You may update any information you have given to us by contacting us at our registered address.

Requests to delete personal information are subject to any applicable legal and ethical reporting or document retention obligations imposed on us.

13. Unauthorised third party access to your information

Despite the security measures we have in place to protect your personal information (firewalls, password access and encryption methods) you acknowledge that it may be accessed by unauthorised third party, e.g. as a result of an illegal activity.

In the unlikely event of such access, we will notify you, where possible, via email (using the address you have provided us) as soon as possible of such occurrence.

14. Links to other websites

Our Website may contain hyperlinks to websites that are not operated by us. These hyperlinks are provided for your reference and convenience only and do not imply any endorsement of the activities of these third party websites or any association with their operators. We do not control these websites and are not responsible for their data or privacy practices. We urge you to review any privacy statement posted on any site you visit before using the site or providing any personal information about yourself and others.



15. Governing Law

The laws of Mozambique will govern any dispute or claim arising out of or relating to your use of this Website.

16. Feedback

We welcome comments about this Privacy Statement. If you have any questions about this Privacy Policy or any part of our service, you may contact us by e-mailing Privacy@vm.co.mz or by writing to us at the address set out in paragraph 1 of this Privacy Policy. We will store any correspondence from you at our offices.

17. Complaints

Should you believe that Vodacom has utilised your personal information contrary to applicable law, you undertake to first attempt to resolve any concerns with Vodacom. If you are not satisfied with such process, you have the right to lodge a complaint via this e-mail Privacy@vm.co.mz.