

AIRTEL TANZANIA PUBLIC LIMITED COMPANY

PRIVACY NOTICE

Airtel Africa offers telecommunication and mobile services to consumers in Africa. 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.

Who Airtel Tanzania is

Airtel Tanzania Public Limited Company ('Airtel Tanzania') or 'We') is a controller of your personal data and responsible for the processing of your data.

Personal Data Collected

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.

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.

Use of Personal Data

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;
- to register new and existing customers

Retention of Data

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

Sharing of Personal Data

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.

Due to the mutual trust with our customers, airtel 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.

Cross-Border Transfer of Personal Data

As a multinational operating company, your personal data may be transferred to or accessed by other affiliated companies. This transfer will be conducted in compliance with laws on cross-border transfers ensuring adequate safeguards for the protection of the personal data.

Privacy Policy

Click on this www.airtel.co.tz to view the Data Privacy and Protection Policy

Cookies

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 recognize you when you visit our websites. The use of cookies allows us to identify you, track your preferences and the use of our websites.

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.

Legal Rights

Under certain circumstances, you have rights under data protection laws and regulations in relation to your personal data. Click on this [PDPC-Home](#) to access the Personal Data Protection Commission, the Tanzania regulator for data protection issues.

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.

Queries

In the event you have further queries to your personal data, please contact the

Data Protection Officer

Airtel Tanzania

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Dar-es-Salaam,

Tanzania

Email: dpo-tz@airtel.co.tz

Call: 100