

INTRODUCTION

Honora Tanzania Public Limited Company and related companies, operating under the brand name Yas Tanzania, is a leading telecommunication and digital services provider in Tanzania. Honora Tanzania Public Limited Company relies on information, which comes in various forms, to provide services to its customers. As a result, the protection of this information and respect for privacy are fundamental to its day-to-day operations and success.

Honora Tanzania Public Limited Company and related companies is committed to protecting your personal data and ensuring that your personal information is handled in accordance with the Personal Data Protection Act, 2022, and its regulations.

OBJECTIVE AND SCOPE OF THE POLICY

This Personal Data Protection Policy details the way in which Honora Tanzania Public Limited Company and related companies collect, use and protect information relating to the website and digital services.

It applies to all personal data that Honora Tanzania Public Limited Company and its related companies process when internet users and users use the services made available to them, visit our website, or when they interact with us through the various channels made available to them. It is important that users read this Policy, as well as any other privacy policy that Honora Tanzania Public Limited Company and related companies may publish, to be fully informed of the processing of personal data concerning them, the means implemented to protect them, and the ways in which they can exercise their rights.

Please read this binding Privacy Policy carefully. By providing your personal data on the Yas Tanzania website and through the contact channels, you declare that you have read this policy and that you expressly consent to it and to the processing itself.

DATA CONTROLLER

The data controller is Honora Tanzania Public Limited Company, whose registered office is at PSSSF Commercial Complex, 30th Floor, House No. 24, Plot No. 3, Sam Nujoma Road, Dar es Salaam, Tanzania.

The data controllers take all necessary measures to ensure the security of your data and to comply with the relevant legal obligations. They are firmly committed to respecting a set of rules to guarantee the confidentiality of all data concerning you.

- Commitment to transparency: throughout this document, we detail the way in which your personal data is obtained, stored and processed.
- Commitment to security: technical and organizational security measures that meet industry standards are applied at all levels of information processing, whether it be for collation, storage or back-up.
- Non-dissemination undertaking: no data is disseminated automatically to service providers or third parties. Certain information may nevertheless be published and distributed within the strict limits of regulatory requirements or the essential needs of our company's activities to offer you the best of our services.
- Commitment to respecting the rights of data subjects: the rights to access, consult, rectify and delete some of your personal data and export all of it are Honora Tanzania Public Limited Company's responsibilities.
- Commitment to complying with legislation: the information system complies with data protection.

In addition, we have put in place appropriate technical and organizational security measures to prevent the destruction, loss, falsification, modification, unauthorized access or incorrect notification to third parties of the personal data collected, as well as any other unauthorized processing of such data.

We guarantee a sufficient level of protection by making the obligations applicable to employees. You are therefore solely responsible for the use made of your computer, your IP address, your identification and connection data and their confidentiality from the website. You must always comply with security rules, in particular by preventing any unauthorized access to your login, code and connection information.

PERSONAL DATA PROCESSED

Honora Tanzania Public Limited Company collects and processes the following personal data:

- Full name, date of birth, National ID number (NIDA), fingerprints (for verification through NIDA) Address or location
- Contact Information - Phone numbers (personal and/or work – for corporate customers), email addresses
- Account Information - Subscriber/Customer account number, wallet for mobile money, billing address, payment information, bank account information (such as agents, Postpaid customers), for corporate customers service plans and usage details
- Financial information – Customers mobile money transactions, post paid billing usage statements, customers outstanding balances, any other transactional

information based on the services provided such as insurance services, loan products

- Technical Information - Device identifiers (IMEI/MEID numbers for mobile devices), device type and model, IP addresses, SIM Card information
- Usage Data - Call data records (CDR) including the numbers called and duration, data usage statistics, SMS/MMS records, transaction data for mobile money services
- Location Data - Geolocation data for segmented services service/Geo tagging for agents
- Customer Support Interactions - Records of customer service operations /interactions (phone calls, chat logs, emails)
- Marketing Preferences-Information regarding how customers wish to be contacted for marketing purposes, consent management for promotional communications
- Feedback and Survey Responses - Customer feedback, reviews, and survey responses
- Social Media Information - Data collected through the company's social media accounts with customers

If personal data is collected by means of a form, an asterisk (*) next to the fields concerned will indicate that the information must be completed. The absence of an asterisk means that the information requested is not compulsory.

Only personal data that is strictly necessary for the purposes described below is collected.

LEGAL BASIS FOR PROCESSING AND COLLECTION OF PERSONAL DATA

Your personal data is collected and processed on the following legal bases:

- for legitimate
- based on your consent
- to comply with our legal and regulatory

PURPOSES OF PROCESSING

Your personal data is processed for the following purposes:

- Subscriber identification
- Managing subscriber complaints and
- Managing recruitment operations
- Building a network of telecommunication

- Managing your requests to exercise your rights in relation to your personal data
- Communications (responding to questions, complaints or requests about Honora Tanzania Public Limited Company's business, brands, strategy and values).

RETENTION PERIOD FOR PERSONAL DATA

The personal data collected is kept for the relevant legal and regulatory periods.

However, your personal data will only be kept for as long as is strictly necessary to fulfil the purposes for which it was collected and processed, where it is not subject to any specific legal or regulatory retention period.

Furthermore, in the case of recruitment, if your application has not been selected for one or more of the jobs to which you have applied, Honora Tanzania Public Limited Company reserves the right to keep your CV in the CV library (or "talent pool") for a maximum period of two years following receipt of your application, in order to assess whether your profile may correspond to a subsequent job offer, and to contact you if necessary.

By default, your connection, browsing and traffic data are not kept for more than one (01) year.

However, your personal data will be kept for a longer period if we are required to do so by law or regulation.

RECIPIENTS OF PERSONAL DATA

Your personal data is processed by Honora Tanzania Public Limited Company. Depending on the processing carried out, the recipients of the said personal data are:

- Honora Tanzania Public Limited Company's and related companies internal departments (customer service, HR department, communications department, etc.).
- Service providers and partners acting on our behalf for the purposes mentioned above.

NATURE AND EXERCISE OF RIGHTS RELATING TO PERSONAL DATA

As part of the processing of personal data, Internet users have the following options:

- right of access
- the right to ask questions about the processing of your personal data
- right of rectification: update and/or additional information

- the right to erasure when data is no longer necessary for the purposes for which it was collected – this right may be exercised insofar as it does not interfere with the performance of the contract or compliance with our legal and regulatory
- the right to restrict one or more processing operations on your personal data.
- the right to modify and/or withdraw consent to the processing of your personal data based solely on your consent at any convenience
- the right to object to the processing of your personal data, particularly in the case of commercial
- the right to portability of your personal data

To ensure that the information we hold about you is always accurate, we recommend that you regularly update your personal details.

How can I exercise my rights?

You can make any request to exercise your rights relating to your personal data by contacting us by email: dpo@yas.co.tz

If you are dissatisfied, you have the right to refer the matter to the competent authority.

COOKIES

Cookies are small text files that uniquely identify your browser or device. The cookie is placed on your browser or device by the website you are visiting. When you return to this website (or visit websites or mobile applications that use the same cookies), these websites recognize the cookies and your device.

Cookies and other tracers may be installed and/or read in your browser when you visit our website. The cookies placed by Honora Tanzania Public Limited Company enable us to collect information on how you use our services and how we offer you certain functionalities.

Honora Tanzania Public Limited Company uses functional and analytical cookies to enable this site to function properly and provide you with the best possible experience. If you use this site, functional and analytical cookies will be installed on your browser.

DPO CONTACT

If you have any further questions about our policy on the protection of personal data and the processing of personal data, please contact the department responsible for the protection of personal data at the following address: dpo@yas.co.tz

If you have experienced any data breach, please report data privacy breaches at the following address: dpo@yas.co.tz

MODIFICATION OF THE POLICY

This policy is intended to evolve and may therefore be modified. In the event of minor modifications, the new policy will be updated on the site. In the event of substantial modifications concerning, for example, the purposes or the exercise of your rights, you will be informed by any useful means.