Vodacom Privacy FAQ's

Category	Potential data subject / customer / third party question?	Answers (Vodacom's position)
General	1. Our commitments to privacy?	As a trusted guardian of customer personal information, Vodacom is committed to processing personal information honestly, ethically, with integrity, and always consistent with applicable laws and our values
General	2. Where can I find information on how Vodacom processes my information? 3. Where is your (Vodacom's) Privacy Policy / Statement located?	Vodacom is committed to processing all personal information transparently. You can find a copy of the Vodacom Privacy Policy / Statement at: https://www.vodacom.co.za/vodacom/terms/privacy-policy Our Privacy Policy Statement provides information to help you understand how we collect, use and share your personal information and our privacy practices with regards to any personal information collected by us from you directly and/or through the Website or the use of our products and services.
Information Collected	4. What categories of (personal) information do you collect about me?	The information we collect about you and how we collect it can vary depending on the products and services that you use and subscribe to, how you have used the products and services, and how you have interacted with Vodacom even if you aren't a customer, or what we have obtained from a third party with permission to share it with us.

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		Personal information which we collect includes information such as your name, email address, telephone number, MSISDN, biometric information, account details, your preferences and passwords, as well as any other personal data which we may find necessary to collect based on Vodacom and Vodafone products and services you use and subscribe to.
Information Collected	5. How / where is my (personal) information collected?	We are committed to informed and limited collection of essential personal information. Vodacom will only collect information which is necessary and relevant depending on the products and services that you use and subscribe to, how you have used the products and services, and how you have interacted with Vodacom. We can get your personal information when you: 1. Buy a product or service from us (including buying products online, over the phone and in a retail store or other retail outlet). 2. Register for a specific product or service (such as registering your name and account details for a post-paid mobile phone contract or setting up an email account with us). 3. Subscribe to newsletters, alerts or other services from us.

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		4. Ask us for more information about a product or service, or contact us with a question or complaint. 5. Take part in a competition, prize draw or survey. 6. Use our network and other Vodacom products or services. 7. Visit or browse our Website or other Vodacom Group websites. With your permission or consent and/or as permitted by law, we may also collect information about you from other organisations or third parties, if this is appropriate and allowed by law. These include fraud-prevention agencies, business directories, and credit reference agencies.
Cookies	6. Does Vodacom make use of Cookies, if so, how?	Yes Vodacom does make use of cookies under certain circumstances. 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.

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		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 recognise you if you visit our Website again.
Information collected	7. How do you (Vodacom) use and analyse my personal information	Vodacom is committed to processing all personal information with integrity and transparency. We may use and analyse your information to: 1. Process the goods and services you've bought from us, and keep you updated with your order progress. 2. Keep you informed generally about new products and services (unless you choose not to receive our marketing messages). 3. Provide the relevant service or product to you. This includes other services not included in your agreement with us, and services that use information about where you are when using your mobile equipment (location information) and to contact you with messages about change to the service or product. 4. Contact you with offers or promotions based on how you use our products and services. These include your calling and messaging activities,

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		location information and browsing information. (unless you choose not to receive these messages). 5. Bill you for using our products or services, or to take the appropriate amount of credit from you. 6. administer this Website and help us improve our services. 7. Respond to any questions or concerns you may have about using our network, products or services. Let you know about other companies' products and services we think may interest you (including offers and discounts we've specially negotiated for our customers) (Unless you choose not to receive these messages). 8. Protect our network and manage the volume of calls, texts and other use of our network. For example, we identify peak periods of use so we can try and ensure the network can handle the volume at those times. 9. Understand how you use our network, products and services. That way, we can develop more interesting and relevant products and services, as well as personalising the products and services we offer you. 10. Carry out research and statistical analysis including to monitor how customers use our network, products and services on an anonymous or personal basis.

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		11. Prevent and detect fraud or other crimes, recover debts or trace those who owe us money. 12. Provide aggregated reports to third parties (such reports do not contain any information which may identify you as an individual) The information we use will include your approximate location, based on the nearest mobile cell site. As a result, this will change as you move around with your mobile phone. We make use of technologies that enable us to identify your telephone number (MSISDN) if you are accessing some of our websites or apps. This "MSISDN Lookup" capability is only used by us and our trusted partners and is intended to make it easier for you to make use of our services.
Information Storage	8. How long will you (Vodacom) store my personal information?	We'll store your information for as long as we have to by law. If there's no legal requirement, we'll only store it for as long as we need it.
Information security	9. How does Vodacom keep my (personal) information secure?	We are committed to implementing leading data security safeguards.

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		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. However, 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
Information Sharing	10. How do you share my personal data?	As a trusted guardian of customer personal information, Vodacom is committed to processing personal data honestly, ethically, with integrity, and always consistent with applicable laws and our values. Where applicable, we share information about you with:

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		1. Companies in the Vodacom and Vodafone Group 2. Partners or agents involved in delivering the products and services you've ordered or used 3. Partners or agents that conduct network performance and customer satisfaction surveys and any other surveys related to the products or services provided to you 4. Companies who are engaged to perform services for and on behalf of Vodacom (Pty) Ltd 5. Credit reference, fraud prevention or business scoring agencies, or other credit scoring agencies. 6. Debt collection agencies 7. Law enforcement agencies and regulatory organisations, as required by law 8. Emergency services (if you make an emergency call) 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. 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.

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		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 etc. We will inform you of any such transfer or disclosure if we are required to do so by law.
Cross boarder transfer / sharing of information	11. Will be information be shared or transferred abroad?	If you are visiting this Website from a country other than South Africa, the various communications will necessarily result in the transfer of information across international boundaries. We may also need to transfer your information to other Vodafone or Vodacom group companies or service providers in countries outside South Africa, in which case we will fully comply with applicable data protection legislation. This may happen if our servers or suppliers and service providers are based outside South Africa, or if our services are hosted in systems or servers in Vodafone Operating Companies outside South Africa including the European Economic Area (EEA) or India and/or if you use our services and products while visiting countries outside South Africa. Countries in the EEA are considered to have adequate data protection laws. Other countries outside the EEA may not have data-protection laws which are similar to those of South Africa, however, we will make sure that your information is protected and enter into appropriate agreements to achieve this.

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Data subject rights	12. How do I unsubscribe or opt-out of a Vodacom service / marketing list?	If you no longer want to receive marketing messages from us, please contact our customer services team and you'll be 'opted out'. You may use any of our customer services channels to unsubscribe or opt-out.
Data subject rights	13. What is the complaint procedure for privacy issues?	Should you believe that Vodacom has utilised your personal information contrary to applicable law or have any other privacy related issues, you are welcome to contact Vodacom through the established channel and Vodacom shall attempt to resolve any concerns you may have.
Data subject participation	14. Am I able to gain access to my personal information? If so, how do I gain access and what can I do with/about the information you have?	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. Please click on the link below to access all the relevant forms. Requests to delete personal information are subject to any applicable legal and ethical reporting or document retention obligations imposed on us.