



Privacy Statement

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Privacy Statement

1. INTRODUCTION

- 1.1. Telkom SA SOC Limited (hereafter “Telkom” or “we” or “us” or “our”) respects your privacy and protection of your personal information is important to us. We are committed to ensuring the security and protection of the personal information that we process, and to provide a compliant and consistent approach to data protection.
- 1.2. This privacy statement, together with the Telkom POPIA & PAIA manual, aim to let you know how Telkom will treat any personal information that it may have about you and how you can access such personal information held. Reference made to “POPIA” means the Protection of Personal Information Act 4 of 2013 and reference made to “PAIA” means the Promotion of Access to Information 2 of 2000 as amended.
- 1.3. By visiting our website or communicating electronically with us and/or using our products and services, you consent to the processing and transfer of your personal information as set out in this Privacy Statement below. Telkom will take all reasonable measures, in accordance with this statement, to protect your personal information and to keep it confidential.
- 1.4. For purposes of this Privacy Statement, “personal information, “data subject” and “processing” will have the meanings given to them in the POPIA.
- 1.5. We may collect website usage information using “cookies” which allows us to collect standard internet visitor usage information. Details of all other documents pertaining to terms and conditions of personal information are available on our website.
- 1.6. We reserve the right to amend this Privacy Statement at any time, without prior notice, by posting the amended statement on our website.

2. APPLICATION OF THE PRIVACY STATEMENT

- 2.1. Our privacy practices apply to the processing of your personal information collected by us or on our behalf, such as data subjects who use our website and/or our products and services, and/or who provide us with products and services, customers and any other data subjects who engage with us.
- 2.2. This Privacy Statement does not apply to third party websites linked to our website, or websites that link to or advertise on our website.

3. COLLECTION OF PERSONAL INFORMATION

- 3.1. The personal information may be provided to us by you and/or collected by us when you engage with us and/or on your use of our products and services, and/or when you provide us with your products and services, and/or when you access our website or from third parties (such as regulators).
- 3.2. The type of personal information we collect will depend on the purpose for which it was collected and used. The specific purpose for which the information is collected will be apparent from the context in which the information is requested including but not limited to when:
 - I. You purchase and/or use our products and services you may be required to provide your name and surname, identity or passport number, payment information (banking details for debit orders), postal or street address, title, contact numbers, or e-mail address.

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- II. You submit enquiries to us or contact us and you may be required to provide your name and surname, identity or passport number, Telkom account number, postal or street address, title, contact numbers, or e-mail address.
- III. You make use of our website or interact with us on social media, we may collect your non-personal browsing habits and click patterns, e-mail address, IP address, telephone data information, or username and password.
- IV. You apply for employment opportunities at Telkom you may be required to provide your name and surname, identity number, employment history, and criminal behaviour.
- V. You visit our premises where CCTV cameras are installed for security purposes.
- VI. Where possible, we will inform you what information is voluntary or mandatory for you to provide to us and the consequences for failing to provide the requested information.
- VII. We will only retain your personal information as long as necessary for the fulfilment of those purposes as identified by us and/or as required by law and/or as agreed with you.

4. HOW WE USE YOUR INFORMATION

4.1. Personal information will only be processed for the purposes for which it was collected and/or to comply with legal and regulatory obligations and/or as authorised by law and/or with your consent.

4.2. The purposes for which we process personal information includes, but is not limited to:

- VIII. Respond to your enquiry which may be related to customer service or a complaint.
- IX. Provide services or products to you.
- X. Conduct verification and identity checks (which may include the use of your biometric information) to prevent fraud.
- XI. To manage overdue amounts not made on the due date and recover money you owe us including instructing debt-collection agencies to collect on overdue payments on our behalf.
- XII. Provide access to restricted pages on our website.
- XIII. Comply with legal requirements or industry codes.
- XIV. Market or promote our services and products.
- XV. Conduct surveys and market research about our services or products and receive feedback on our services or products.
- XVI. Contact you in relation to a competition, or other promotion you may have participated in, and/or to manage your participation in the Esport gaming challenges.
- XVII. Safety and security reasons.
- XVIII. Compile non-personal statistical information about browsing habits, click-patterns, and access to the Telkom website.
- XIX. Create customer profiles and understand our customers better. We use customer profiles to identify the products and services that might interest our customers, to improve customer experience, and to show our customers more relevant online advertising (both on our and other parties' apps and sites).

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- XX. Show our customers and other persons personalised digital advertising. We may provide your contact details (email address or contact number) in a hashed form to our online platform service providers to match, optimise advertising campaigns, and target users with similar profiles. Such online platform service providers can only match your details if you already have an account with them.
- XXI. Prevent and detect misuse or damage to our network to protect our business, our customers, and the public.

5. DISCLOSURE OF INFORMATION

5.1. Telkom may disclose your personal information to third parties in certain circumstances, which include, but are not limited to:

- I. Where we have your consent, or you have given consent to a third party to access your information.
- II. Where we are required to do so by law.
- III. To our service providers who are involved with delivery of products or services to you, where we have agreements in place to ensure that they comply with these privacy terms.

5.2. Third parties whom we disclose personal information to include, but are not limited to:

- I. Service providers to Telkom.
- II. Third parties who sell Telkom products and/or services to you (onward sell).
- III. Third parties whose products and services we market to you, provided you have given consent to receive such messages.
- IV. Accredited debt collection agencies, credit bureaus, fraud prevention and security agencies.
- V. Regulators, courts, tribunals, and law enforcement agencies.
- VI. A new or prospective owner should there be a change of ownership in our business or parts of our business.

5.3. We may compile, use, and share any information that does not relate to any specific individual and retain all rights to non-personal statistical information collected and compiled by us.

6. TRANSFER OF INFORMATION

6.1. We may need to transfer your personal information to another country for processing or storage. We will ensure that anyone to whom we pass your personal information agrees to treat your information with similar protection as provided for in the POPIA.

6.2. We may transfer your information to other countries that do not have similar protection as provided for in the POPIA, with your consent.

7. INFORMATION SECURITY

- 7.1. We take appropriate and reasonable technical and organisational measures to prevent any unauthorised or unlawful access, loss of, damage to or unauthorised destruction of personal information.
- 7.2. We have implemented various policies, procedures, and standards to safeguard personal information.
- 7.3. We regularly verify that the safeguards are effectively implemented and ensure that they are continually updated in line with best practice.
- 7.4. Telkom has implemented procedures to address actual and suspected data breaches and undertake to notify you and the relevant regulatory authorities of breaches in instances in which Telkom is legally required to do so and within the period in which such notification is necessary.
- 7.5. Notwithstanding paragraph 7.1 to 7.3 above, to the extent permissible by law, we shall not be liable for any loss, claim and/or damage arising from any unauthorised access, disclosure, misuse, loss, alteration, or destruction of your personal information.

8. DATA SUBJECT RIGHTS

- 8.1. Subject to the POPIA provisions, you have the right to:
 - I. Request access to your personal information.
 - II. Request, where necessary, the correction, destruction or deletion of your personal information.
 - III. Object to the processing of your personal information.
 - IV. Submit a complaint to the Information Regulator regarding the alleged interference with the protection of personal information.
 - V. Institute civil proceedings regarding the alleged interference with the protection of your personal information.
- 8.2. You can contact POPI@telkom.co.za to exercise your rights.

9. SUPPORTING TERMS AND CONDITIONS

The privacy statement can be read in conjunction with privacy matters and conditions for the lawful processing of personal information that is contained in various supporting documents on Telkom's corporate website: <https://group.telkom.co.za>

10. USE OF COOKIES

- 10.1. Telkom may use "cookies" to enhance your experience as a customer (referred to as the "user"). The user's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. The user may choose to set their web browser to refuse cookies or to be notified when cookies are being sent. If the user does so, note that certain parts of the website or application service may not function properly.

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- 10.2. Telkom collects, stores, and uses the abovementioned information for the following purposes:
- VI. To communicate requested information to the user.
 - VII. To provide services to the User as requested by the user.
 - VIII. To authenticate the user;
 - IX. To provide the user with access to restricted pages of the Telkom website or application.
 - X. To compile non-personal statistical information about browsing habits, click-patterns, and access to the Telkom website or application.
- 10.3. Information detailed above is collected either electronically by using cookies or is provided voluntarily you. You may determine cookie use independently through your browser settings. For purposes of this clause, a cookie means a small computer file created by a web browser to save user information for a website or application.
- 10.4. Cookies ensure that Telkom can continually improve its website or application. We use "first party cookies" (originating from us) to simply track the website or application user's visits between sessions and deliver a more personalised experience. We also use "third party cookies" (not originating from us) to provide traffic analysis and tracking.
- 10.5. Cookies may be set through our site by our advertising partners. These cookies may be used to build a profile of your interests and show you relevant advertisements on other sites. Cookies do not store personal information directly but are based on uniquely identifying your browser and internet device. If you do not allow these cookies, you will experience less targeted advertising.

11. CONTACT DETAILS

Data Subjects may submit privacy enquiries to POPI@telkom.co.za or to the addresses below:

The Information Officer
Private Bag X881
Pretoria
0001

The Information Officer
61 Oak Avenue
Highveld Technopark
Centurion
0157

12. INFORMATION REGULATOR

You have the right to lodge a complaint with the Information Regulator in writing as per their website https://inforegulator.org.za/_to:

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E-mail

Complaints email: POPIAComplaints@inforegulator.org.za

General enquiries email: enquiries@inforegulator.org.za

Physical address

JD House

27 Stiemens Street

Braamfontein

Johannesburg

2001

Postal address

PO Box 31533

Braamfontein

Johannesburg

2107

Phone

010 023 5200