

VodaFibre – privacy supplement

This privacy supplement gives some general information around the processing conducted for VodaFibre product, to provide further context to our [main privacy policy](#). If you're using VodaFibre together with another service, you should read the privacy information for the other service too.

If you have any queries in any aspect of this privacy supplement, please call 100 or visit our Vodacom shops or Customer Care Service desks and a member of our dedicated team will respond to you.

VodaFibre

VodaFibre provides access to internet connectivity through fibre-optic infrastructure. You will need to consent by buying subscription and providing access to your home for installation.

Your data will be processed during registration on the App or portal to store records and be able to display content which relates to your subscription. When you are browsing within the portal, your data will be processed by the devices you're browsing on (for example, remembering your browsing history).

Personal information we collect about you **Information we collect about you**

The types of information we process include:

- Your mobile number.
- Your account information, such as subscription type, payment method (M-Pesa), subscriber type, dates of payment and date of expiry of subscription
- Your email address,
- Customer care information through your contact with us,
- Details of your location,
- Information about your usage of the service, such as data consumption; and
- Your details in relation to the package that you would like to track,

We'll also get information about how you use our products and services, such as:

- The level of service that you receive – for example, network or service faults and other events that may affect our network services or other services.
- We also collect anonymous analytics information on how users use the VodaFibre product to improve your experience and troubleshoot.

When we collect your personal information

We collect your personal information when:

- You first register and subscribe to the service
- You use the App or portal and any of its features such as downloading
- You contact our customer care teams with a query.
- You pay for the service.

Vodacom will process your personal data based on:

The performance of your subscription and to act on your requests. For example, we'll need to process your network traffic data as part of making your device "connected" and we'll need to process Administrator's payment details for your monthly billing.

Vodacom's legitimate business interests, for example, fraud prevention, maintaining the security of our network and services, direct marketing, and the improvement of our services. Whenever we rely on this lawful basis to process your data, we assess our business interests to make sure they do not override your rights. Additionally, in some cases you have the right to object to this processing. For more information, visit the 'Your rights' section of this policy.

Compliance with a mandatory legal obligation, including for example accounting and tax requirements, which are subject to strict internal policies (such as retention periods), procedures, and your right to restrict usage of your data, which control the scope of legal assistance to be provided.

Consent you provide where Vodacom does not rely on another legal basis. Consent may be withdrawn at any time. When you give your consent, you will be given details on how to change your mind or visit the 'Your rights' section of this policy for more information.

How we use your personal information

To provide you with your service

We use your information for service provision and to fulfil any purchases you have made:

- to help us identify you and any accounts you hold with us.
- to provide you with access to the service
- billing and customer care.
- to notify you of any changes to the App or portal or to our services that may affect you; and
- identity verification.

Marketing and profiling

If you are opted into marketing and have given us permission to use your data to tailor these communications, we'll use your interactions with this App or portal to inform you of the sorts of marketing we should be sending you so that it's the most relevant for you. To opt out of Marketing messages or profiling:

If you no longer want to receive marketing messages from Vodacom, you can elect to opt out of all marketing communications or only selected methods (email, messaging, phone or post).

There are various ways to opt out:

- Contact our customer care team by dialing 100 or 0754100100.
- All our marketing messages come with an "unsubscribe" link which you can click to unsubscribe.
- Tell the adviser you no longer want to be marketed to, if you receive an outbound marketing call.
- Email customercare@vodacom.co.tz for guidance.
- Opting out does not mean that you won't any longer receive service-related messages, such as messages telling you about your order status or when our Terms and Conditions change. You will continue to receive those (unless we have indicated otherwise). You may also receive marketing via push notifications if you have not turned them off via your App settings.

Service improvement

We collect anonymous, de-identified or aggregate information to improve the service we offer to everyone. None of these analytics are linked back to you in any way.

To protect our networks and manage the volumes of calls, texts and other uses of our networks. For example, we identify peak periods of use so we can try and ensure the networks can handle the volume at those times; and

To understand how you use our networks, products and services. That way we can seek to review, develop and improve these, develop more interesting and relevant products and services, as well as personalizing our products and services.

How we share your personal information

Where applicable, we share information about you with:

- Companies in the Vodafone Group
- Partners, suppliers or agents involved in delivering the products and services you've ordered or used

- Companies who are engaged to perform services for, or on behalf of, Vodacom Tanzania Plc, or Vodacom Group or Vodafone Group
- Credit reference, fraud-prevention or business-scoring agencies, or other credit scoring agencies
- Debt collection agencies or other debt-recovery organizations
- Law enforcement agencies, government bodies, regulatory organizations, courts or other public authorities if we must, or are authorized to by law
- A third party or body where such disclosure is required to satisfy any applicable law, or other legal or regulatory requirement
- Third parties for joint promotions with that third party. They'll be responsible for their own compliance with applicable privacy laws

International data transfers

We do not make international transfers of personal data outside Tanzania; All data is stored on a platform managed by Vodacom.

How long we keep your personal information for

To provide the service, billing and for authentication purposes

Personal data detailed in previous sections will be kept for the time necessary to provide the service to the user.

Providing the service

The data related to the operation data of the service or the network history described above will be kept for 90 days and then will be anonymized or deleted. Personal data related to the user and his network will be kept for the time in which the user has activated the service. They will be removed after 12 months after the user unsubscribes from the service.

Diagnostics services

We will collect data in order to enhance your services. The types of data sets and the retention related to these data types can be seen in "Personal Information we collect about you" section.

For information about other data retention with Vodacom, please refer to our [retention schedule](#)

Keeping your personal information secure

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

Communications over the internet (such as emails) aren't secure unless they've 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 unauthorized access or loss of personal information that is beyond our control.

We'll 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.

Our website may provide links to third-party websites. We cannot be responsible for the security and content of such third-party websites. So, make sure you read that company's privacy and cookies policies before using or putting your personal information on their site.

The same applies to any third-party websites or content you connect to using our products and services.

You may choose to disclose your information in certain ways such as social plug-ins (including those offered by Google, Facebook, Twitter and Pinterest) or using third-party services that allow you to post reviews or other information publicly, and a third party could use that information.

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.

Your rights

Below we set out details on how you can exercise your rights. If you have a question or cannot find the answer, please visit our or visit our Vodacom shops or Customer Care Service desks for more information or call 100.

Right to rectify personal data

You have the right to have information held about you corrected if it is not accurate. If what we hold on to your needs updating, or you think it may be inaccurate, you can visit our Vodacom shops or Customer Care Service desks to update it.

Right to access personal data

You have the right to make a request for a copy of the personal data that Vodacom holds about you. To make this request as an individual or an authorized third party, visit our Vodacom shops or Customer Care Service desks for more information on how to do this.

Right to prevent processing is likely to affect you or to another person

You are entitled to require Vodacom to suspend or not to begin processing any of your personal data, if the processing of such personal data is likely to cause substantial damage to you or to another person. You can visit our Vodacom shops or Customer Care Service desks you can email us at customercare@vodacom.co.tz to discuss your rights. In certain circumstances, you will have the right to ask us to restrict the processing

Right to prevent processing of personal data for direct marketing

You have the right, in certain circumstances, to object to Vodacom processing your personal information for direct marketing. If you no longer want to receive marketing messages from Vodacom, you can elect to opt out of all marketing communications or only selected methods through Vodacom website, email, SMS, MMS, calling to customer care centre or post).

For more information or to exercise this right, please call 100 or visit our Vodacom shops or Customer Care Service desks.

Rights in relation to automated decision making

You have the right to require Vodacom to ensure that any decision taken by or on behalf of you which significantly affects you shall not base solely on the processing by automatic means. Please let us know and we will review your request

Right to erasure, block or destroy

In some circumstances, such as where we no longer have a justifiable reason to continue to process your data or if not required by the law to retain such data, you can request we delete, block or destroy it.

Right to compensation

If your rights have been infringed by Vodacom by reason of any contravention of any of the requirements of the Personal Data Protection Act, you are entitled to compensation from Vodacom for that damage.

How to lodge a complaint

If you have a complaint, you can contact us via calling 100 or email customercare@vodacom.co.tz. You can also visit Vodacom shops or Customer Care Service desks. We'll do our best to help but if you're still unhappy, you can contact the Personal Data Protection Commission.

For Privacy Concerns/Complaints: Email dataprotectionqueries@vodacom.co.tz or send a complaint to our physical address at
Vodacom Tower, 7th Floor, Ursino Estate,
Bagamoyo Road, P.O Box 2369,
Dar es Salaam.