

PRIVACY POLICY

At Econet Wireless Zimbabwe, accessible from www.econet.co.zw, one of our main priorities is the privacy of our visitors. This Privacy Policy document contains types of information that is collected and recorded by Econet Wireless Zimbabwe and how we use it.

If you have additional questions or require more information about our Privacy Policy, do not hesitate to contact us.

This Privacy Policy applies only to our online activities and is valid for visitors to our website with regards to the information that they shared and/or collect in Econet Wireless Zimbabwe. This policy is not applicable to any information collected offline or via channels other than this website.

CONSENT

By using our website, you hereby consent to our Privacy Policy and agree to its terms.

INFORMATION WE COLLECT

The personal information that you are asked to provide, and the reasons why you are asked to provide it, will be made clear to you at the point we ask you to provide your personal information. If you contact us directly, we may receive additional information about you such as your name, email address, phone number, the contents of the message and/or attachments you may send us, and any other information you may choose to provide.

When you register for an Account, we may ask for your contact information, including items such as name, company name, address, email address, and telephone number.

HOW WE USE YOUR INFORMATION

We use the information we collect in various ways, including to:

- Provide, operate, and maintain our website
- Improve, personalize, and expand our website
- Understand and analyze how you use our website
- Develop new products, services, features, and functionality
- Communicate with you, either directly or through one of our partners, including for customer service, to provide you with updates and other information relating to the website, and for marketing and promotional purposes
- Send you emails
- Find and prevent fraud
- Log Files

Econet Wireless Zimbabwe follows a standard procedure of using log files. These files log visitors when they visit websites. All hosting companies do this and a part of hosting services' analytics. The information collected by log files include internet protocol (IP) addresses,

browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the number of clicks. These are not linked to any information that is personally identifiable. The purpose of the information is for analyzing trends, administering the site, tracking users' movement on the website, and gathering demographic information. Information will be stored for as long as legally mandated under the laws of the Republic of Zimbabwe as may be changed by the Government from time to time.

COOKIES AND WEB BEACONS

To make sure our websites function properly, we sometimes place small data files on your computer or mobile devices, known as cookies. A cookie is a simple text file that is stored on your computer or mobile device by a website's server, and only that server will be able to retrieve or read the content of that cookie. Each cookie is unique to your web browser. It contains anonymous information, such as a unique identifier, the site name, digits, and characters. Cookies allow websites to remember information, such as your preferences or what's in your shopping basket.

Most large websites or Internet service providers do this in order to improve user experience by enabling websites to "remember" you, either during your single visit (using a "session cookie") or for repeated visits (using a "persistent cookie"). Cookies help websites remember your settings – language, font size, and other preferences for how you want to view the website on your computer or mobile device. This way, you don't have to keep re-entering them whenever you come back to us. If a website doesn't use cookies, it will deem you as a new visitor every time you open a new page on the website. For example, when you enter your login details and move to another page, the website won't recognize you, and it won't be able to keep you logged in. Our cookies are not used to identify you personally. They're just there to make the website work better for you

HOW ECONET WIRELESS ZIMBABWE DISCLOSED PERSONAL DATA

Econet Wireless Zimbabwe will never sell your personal data to third parties without your knowledge. However, Econet Wireless Zimbabwe may disclose your personal data in the following situations:

- i. **You have explicitly agreed to the disclosure:**
After obtaining your approval, Econet Wireless Zimbabwe may share your personal information with other companies;
- ii. **Disclose your personal information to other Econet Wireless Zimbabwe subsidiaries or authorized cooperating third parties:**
Econet Wireless Zimbabwe may need to provide you with certain services through some cooperating parties. Therefore, Econet Wireless Zimbabwe may share some of your personal information with cooperating parties to enrich our services and improve your overall experience. For example, when you decide to purchase Econet Wireless Zimbabwe products online, Econet Wireless Zimbabwe will need to submit your personal information to relevant logistic service providers to allow them to deliver the products to you, or allow our cooperating parties to provide you with other services. Econet Wireless Zimbabwe forbids all Econet Wireless Zimbabwe subsidiaries or authorized third parties to use shared personal information for any other purposes.

- iii. **Disclose your personal information under legal requirements:**
Econet Wireless Zimbabwe may disclose your personal information when required by the law, legal proceedings, litigation, or public, governmental authorities. Your personal information may also be disclosed to transaction parties under circumstances that Econet Wireless Zimbabwe is involved in such as reorganization, merger, or insolvency liquidation.

Note that Econet Wireless Zimbabwe has no access to or control over these cookies that are used by third-party advertisers.

THIRD PARTY PRIVACY POLICIES

Econet Wireless Zimbabwe's Privacy Policy does not apply to other advertisers or websites. Thus, we are advising you to consult the respective Privacy Policies of these third-party ad servers for more detailed information. It may include their practices and instructions about how to opt-out of certain options. You may find a complete list of these Privacy Policies and their links here: [Privacy Policy Links](#).

You can choose to disable cookies through your individual browser options. To know more detailed information about cookie management with specific web browsers, it can be found at the browsers' respective websites.

GDPR DATA PROTECTION RIGHTS

We would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

1. **The right to access** – You have the right to request copies of your personal data. We may charge you a small fee for this service.
2. **The right to rectification** – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request that we complete the information you believe is incomplete.
3. **The right to erasure** – You have the right to request that we erase your personal data, under certain conditions.
4. **The right to restrict processing** – You have the right to request that we restrict the processing of your personal data, under certain conditions.
5. **The right to object to processing** – You have the right to object to our processing of your personal data, under certain conditions.
6. **The right to data portability** – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us.

CHILDREN'S INFORMATION

Another part of our priority is adding protection for children while using the internet. We encourage parents and guardians to observe, participate in, and/or monitor and guide their online activity. Econet Wireless Zimbabwe does not knowingly collect any Personal Identifiable Information from children under the age of 13. If you think that your child provided this kind of information on our website, we strongly encourage you to contact us immediately and we will do our best efforts to promptly remove such information from our records.

UPDATES

Econet Wireless Zimbabwe may update or amend this Policy from time to time. Econet Wireless Zimbabwe will generally try to notify you of the significant changes through different channels before the changes come into effect. Please check for the latest version of this Policy on our official website.