

## **SWITCH TELECOM PRIVACY POLICY**

### **Confidentiality**

SWITCH TELECOM respects its client's privacy and the privacy of those accessing the Switch Telecom website. We undertake to protect the confidentiality of our clients and users including all personal information supplied in the course of contracting with us for services. We undertake not to sell such personal information or client's information to third parties for commercial or marketing purposes.

### **Collection of Personal Data**

Switch Telecom collects personal data about users when they make a telephone call through Switch Telecom's network; visit our website; apply for a service subscription; respond to a questionnaire; and through the use of cookie technology.

### **Use of Personal Data**

Switch Telecom may log the websites visited; collect IP addresses and information about operating systems and the type of browser used for the purposes of network/system administration, fraud prevention and to audit the use of Switch Telecom's site. This data however will not be used to identify individual users who will at all times remain anonymous. Any information Switch Telecom collects from correspondence, whether via e-mail, telephonically or by written letter, will only be used to address the matters within that correspondence. If this requires referring such correspondence within Switch Telecom or to a third party to ensure customer service, personal information will only be disclosed to the point necessary to address your query or concerns, and will otherwise be kept confidential.

Any information that clients disclose in a public space, including on any bulletin board, chat room or any site that Switch Telecom may host, is available to anyone else who visits that space. Switch Telecom cannot safeguard any information that is disclosed there.

### **Site-Linking**

Switch Telecom's websites contain many links to sites that belong to third parties unrelated to Switch Telecom. Switch Telecom cannot be held responsible for any use of personal information arising from disclosing such personal information on third party sites. Switch Telecom cannot protect any information that may be disclosed on these sites and recommends review of the privacy policy statements of those sites visited.

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## SWITCH TELECOM PRIVACY POLICY CONTINUED

### Disclosure of Information

Switch Telecom may disclose personal information to service providers who are involved in the delivery of products or services to clients. Switch Telecom has agreements in place to ensure that compliance with these privacy terms are met.

Switch Telecom may share personal information with, and obtain information about clients from third parties for the purposes listed above, for example credit reference and fraud prevention agencies, law enforcement agencies;

Switch Telecom may also disclose information:

- Where it has a duty or a right to disclose in terms of law or industry codes;
- Where it believes it is necessary to protect Switch Telecom's rights.

### Information Security

Switch Telecom is legally obliged to provide adequate protection for the personal information it holds and to stop unauthorised access and use of personal information. Switch Telecom will, on an ongoing basis; continue to review its security controls and related processes to ensure that its personal information is secure.

Switch Telecom's security policies and procedures cover:

- Physical security;
- Computer and network security;
- Access to personal information;
- Secure communications;
- Security in contracting out activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of private information;
- Investigating and reacting to security incidents.

When Switch Telecom contracts with third parties, Switch Telecom imposes appropriate security, privacy and confidentiality obligations to ensure that personal information that it remains responsible for, is kept secure.

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## **SWITCH TELECOM PRIVACY POLICY CONTINUED**

### **Authorised Contacts**

Switch Telecom shall maintain a list of contact persons authorised to engage with Switch Telecom on behalf of their clients. To protect the privacy of communications and environment from changes or access by unauthorised parties and to mitigate against fraud and other risks, Switch Telecom has a strict policy in terms of which only authorised contact persons may log tickets with the Switch Telecomm Support Desk and request information pertaining to account and service/s.

### **Minors**

Switch Telecom will not enter into a service subscription contract with a minor unless such minor has explicit written consent from a parent or guardian to do so. Switch Telecom undertakes not to contact minors about promotional offers or for marketing purposes without parental consent.

### **Reservation of Rights**

Switch Telecom reserves the right to disclose information about clients where required in good faith, to do so by law or to exercise legal rights or defend itself against legal claims.

Switch Telecom further reserves the right to share information with law enforcement to investigate or prevent illegal activities being committed over the Switch Telecom network.

Switch Telecom reserves its rights to disclose personal information where its client has given us explicit legal written consent to do so.

Switch Telecom reserves the right to monitor user and network traffic for site security purposes and prevent any unauthorised attempts to tamper with its site or cause damage to its property.

Switch Telecom reserves the right to make changes to this privacy policy or update it. Where a major change is made, Switch Telecom will inform its clients by e-mail notification or through a notice on its website.

Clients and site visitors bear the responsibility to ensure that they have read the changes or updates as the case may be.