

Privacy Policy

my.t care App

1.0 Introduction

Mauritius Telecom Ltd and its subsidiaries (hereinafter referred to as “MT Group”, “we”, “us”) are committed to protecting and respecting your (“customer”, “user”, “you”, “he”, “she”) privacy. Please read the following to learn about our privacy policy (the “Privacy Policy”) and the ways in which we shall treat your information before you proceed with the download and use of the mobile application known as my.t care App (hereinafter referred to as “my.t care App”, “Application”, “App”).

This Privacy Policy, together with the terms and conditions available in my.t care App outline the App’s privacy practices regarding the collection, processing, use, retention and safety of your information through the App and the services offered thereupon.

2.0 Scope of services

The my.t care App enables existing customers or new users to register to MT Group services, create a user account, access and manage account details, and purchase services among other things offered by or through MT Group from time to time (hereinafter referred to as the “Service”).

Please note the download and use of the App are voluntary. The App is free of charge.

3.0 Acceptance

3.1 By using the App or registering or signing up for the App and submitting personal information to the App it will be deemed that you accept the terms of this Privacy Policy.

3.2 Registration or usage of the App implies that you have consented to the processing of your information and agreed to the terms of this Privacy Policy now and as amended by us.

3.3 This Privacy Policy is an electronic record, generated by a computer system and does not require any physical or digital signatures.

4.0 Privacy Commitment

Our commitments to you are:

I. Confidentiality: We ensure that your Personal Data are processed in total confidentiality.

II. Integrity: We protect your privacy and keep your Personal Data safe. We use encryption and other security safeguards to protect your Personal Data.

III. Accountability: We view your privacy seriously. We provide support to all our customers to help them protect their privacy

5.0 Compliance with Data Protection laws

5.1 MT Group is committed to ensure a high level of data protection for its customers, prospects, users of its products, services, websites, and mobile apps.

5.2 We are registered as Data Controller with the Data Protection Office and regulated by the Data Protection Act 2017. We are also required to comply with the General Data Protection Regulation (GDPR) in cases where services are being provided to EU residents, and in the European Community.

5.3 We process all your data in compliance with the Data Protection Act 2017:

(a) Your Personal Data is processed lawfully, fairly, and in a transparent manner.

(b) Your Personal Data is collected for specific, explicit and legitimate purposes.

(c) Your Personal Data is accurate, kept up-to-date and every reasonable step is taken to ensure that personal data that are inaccurate are rectified without delay.

What information is gathered and how is it processed?

The following is the manner in which we collect, use, share and retain personal information:

6.0 Collection

You agree that the App may collect such personal information, whenever relevant, to help providing you with information and to complete any activity/transaction or provide any product or services you have

requested or authorized. You also consent to the collection of certain personal information in the course of you applying for the products and/or services.

7.0 Use

The App seeks your personal information either (i) to validate and process your request for the services of the App or information; or (ii) to improve the quality of the App; or (iii) to assist you to determine which services best meet your needs; or (iv) to facilitate our internal business operations, including the fulfilment of any legal and regulatory requirements; or (v) to provide you with recommendation about services you may be interested in, based on your use of the App; or (vi) to provide you with marketing communications and advertising that the App believes may be of interest of you (where you provided your consent. As the case may be); or (vii) to facilitate your purchases; or (viii) to facilitate your usage of any information, entertainment, promotion and/or engagement services/facilities availed by you through the App; or (ix) to facilitate your participation in various contests or programs conducted by us on the App.

8.0 Sharing

8.1 We will strive to keep your personal information confidential and will place reasonable security controls to protect it. Your personal information will be kept confidential as required under data privacy applicable laws.

8.2 We may share personal information with our affiliates when necessary to perform services on our behalf or on your behalf, to provide advertising and promotional services (where you consented. As the case may be), to provide search results and links (including paid listings and links), to process credit card payments, to provide customer service etc.

8.3 Only aggregated, anonymized data may be transmitted to external services to help us improve the App and our service. We will not share your information with any third parties except in the ways that are described in this Privacy Policy.

We may share data collected:

- (i) as required by law, such as to comply with legal process;

- (ii) when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request;
- (iii) with our trusted services providers who work on our behalf, do not have an independent use of the information we disclose to them, and have agreed to adhere to the rules set forth in this privacy policy.

9.0 Retention and Data Security

9.1 We will retain the data only for a limited duration necessary to fulfil the purposes outlined herein unless a longer retention period is required or permitted by law and only for the purposes defined above. Once the purpose is achieved, all personal information is deleted in a safe and secure mode.

9.2 We have put in place appropriate technical and organizational measures in order to ensure a reasonably high level of security in the processing of your personal data.

What are your opt-out options?

You can stop all collection of information by the App easily by uninstalling the App. If you have opted to get notifications and you wish to stop receiving push notifications, you can change the settings on your mobile device at any time.

10.0 Your rights

10.1 As an App user you have rights under the data protection law. Although we aim to give you a gist of your fundamental rights, it is imperative that you do not rely strictly on our explanation but should read official guidance from the relevant authorities to be fully informed.

10.2 Your basic rights under data protection law are the following:

- i. the right to access;
- ii. the right to rectification;
- iii. the right to erasure;
- iv. the right to restrict processing;

- v. the right to object to processing;
- vi. the right to data portability;
- vii. the right to complain to a supervisory authority; and
- viii. the right to withdraw consent.

10.3 You have the right to:

- i. Confirm whether the personal data may be processed;
- ii. Know where we process it;
- iii. Access your personal data;
- iv. Access additional information including the details and purposes of the processing;
- v. Access to categories of personal data;
- vi. Be aware of the recipients of the personal data; and
- vii. Obtain copy of your personal data provided that the rights and freedoms of others are not affected.

10.4 You have the right to rectify any personal data about you, which proves to be inaccurate, and remaining mindful of the purposes of the processing, you may complete any incomplete personal data about you.

10.5 Circumstances wherein you have an immediate right to the erasure of your personal data include the following:

- i. Your personal data are no longer necessary for the purpose for which they were collected or processed;
- ii. You withdraw your consent;
- iii. You do not consent to the processing under certain rules of data protection law; or
- iv. The data was unlawfully obtained given that the processing was for marketing purposes and you never consent to same.

10.6 Please note that there are exceptions to the right of erasure, which include circumstances when processing is necessary to abide by a legal obligation.

10.7 You retain the right to restrict the processing of your personal data in the following circumstances:

- i. You dispute the accuracy of your personal data;
- ii. Unlawful processing but you object to erasure;
- iii. Your data is no longer required for the purposes of processing but you need it in relation to legal claims

10.8 You retain the right to object to the processing of your personal data on the basis of your specific situation but subject to the processing being necessary:

- i. For the performance of a function carried out in the public interest; or
- ii. If acts are carried out by an official authority; or
- iii. For the purposes of our legitimate interests or that of another third party.

Should you choose to object, the processing of all your personal information shall cease absent the existence of compelling legitimate grounds which unequivocally demonstrate the need to process such information despite the latter procedure overriding your rights, freedom or if the processing is required to establish or defend any legal claims.

10.9 You retain the right to object to the processing of your personal data including profiling, for marketing purposes and we shall accordingly forestall or halt the procedure.

10.10 You retain the right to object to the processing of your personal data for the purposes of historical research or for statistics on the basis of your specific situation save and except if the processing is necessary in the public interests.

Subject to the legal basis of the processing of your personal data being:

- i. consent or it is necessary for the performance of a contract; and
- ii. such processing is carried out by automated means.

10.11 You retain the right to obtain your personal data from us in a structured, commonly used and machine-readable format provided it does not infringe the rights and freedoms of others.

10.12 You retain the legal right to lodge a complaint with the authority responsible for data protection if you are of the view that the processing of your personal information violates data protection laws.

10.13 You retain the right to withdraw your consent to the processing of your personal information at any time provided that consent was the legal basis prior to initiating that process. Subsequent withdrawal of consent shall neither affect nor question the legality of the processing of your personal data prior to withdrawal.

In order to claim these rights, please get in touch via the contact information below. This also applies, if you wish to object to the processing of your data in accordance with this data privacy policy in full or in relation to individual measures.

11.0 Access, Correction and Deletion

11.1 The App strives hard to keep its records updated and accurate with your latest information. You shall be responsible to ensure that the information or data you provide from time to time is and shall be correct, current and updated and you have all the rights, permissions and consents to provide such information or data.

11.2 You may note that deletion of certain information or withdrawal of consent may lead to cancellation of your access to the App or your access to certain features and services of the App. Additionally, we may not be able to process your request of correction, updating or deletion, in case the same is not supported by valid documents or data retention is required by the applicable law or law enforcement requests or under any judicial proceedings or it is extremely difficult to implement (such as requests related to backup copies or if a new system is required to process the request or change of technical design) or risks the privacy of other users.

12.0 Changes to the Privacy Policy

This Privacy Policy may be amended from time to time for any reason. We will notify you of any changes to our Privacy Policy by posting the new Privacy Policy here. You are advised to consult this Privacy Policy regularly for any changes, as continued use is deemed approval of all changes.

13.0 Contact Us

For any info, you can contact us via email, at contact@telecom.mu.

14.0 Third Party Services

If you follow a link from our App to another site or service, this Privacy Policy will no longer apply. We are not responsible for the information handling practices of third party sites or services and we encourage you to read the privacy policies appearing on those sites or services

As of: August 2023, this Privacy Policy complies with the Data Protection Act 2017

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