

Privacy Notice

Effective from:

This Privacy Notice is to help you understand how we collect, use, share and protect your personal information when you visit our site, My Vodafone App and/ or use or buy or products or services.

- “We, Us, Vodafone” means Vodafone (Commercial Registration No 1350287).
- “You, Your” means you the customer or user of our website and mobile application.

Information we collect from you

We may collect personal information that you have provided to us. However, the method of collecting this information may vary depending on which of our services you are using, and your use of our website and application. The personal information we may collect may include the following:

Information provided by you

Name; email address; address; phone number; data collected from surveys; content and opinions expressed by you through My Vodafone App and social media.

Third party log-in data

You can register to use My Vodafone App using a third-party provider (e.g., Facebook, Google), and the details associated with your account. When registering this way, we may have access to certain information about you. The profile information we receive varies and may include your: name, profile picture, age group, gender, language, country, friends list, email address mail, and relationships with other users.

We are not responsible for other uses of your personal information by your third-party provider. Please review their privacy notices to learn how to set your privacy preferences on their websites and applications.

Information we collect automatically

The following information may be collected using cookies or similar technologies (e.g. Google Analytics) when using our site and My Vodafone App: location data recorded by your mobile device; the type of mobile device you are using; the version of the operating system installed on the mobile device; identification data of your mobile device (e.g. unique device identifier); IP address information on the use of the application (e.g. frequency of use of the application, time frames for the use of the application, etc.). You can find more information about Google Analytics [here](#).

Information from other sources

We may also collect information about you from other sources for example (e.g., marketing partners and social media profiles, and public interactions). The type of personal information that we may collect from you is dependent on your social media privacy settings.

How we may use your information

Your personal information may be processed for the following reasons:

- processing or evidencing your orders or applications.
- carrying out credit checking and scoring (unless we have agreed otherwise).
- providing you with products and/or services you have requested or administering your account.
- billing you (unless you pay by another agreed method) and collecting any debt owed to us by you.
- settling accounts with those who provide related services to us.
- dealing with your requests, enquiries or complaints and other customer care related activities.
- carrying out market and product analysis, and improvements to our products and services.
- registering your details and allocating or offering you rewards, discounts and other benefits and fulfilling any requests or requirements you may have in respect of our loyalty or reward programmes and other similar schemes.
- carrying out any activity in connection with a legal, governmental, or regulatory requirement on us or in connection with legal proceedings, crime or fraud prevention, detection or prosecution.
- customizing your experience on our site and My Vodafone App, and providing you with personalized products and services.
- carrying out activities connected with running of our business such as personnel training, quality control, network monitoring, testing and maintenance of computer and other systems; and
- for general administrative and business purposes.

Sharing your information

There may be times when we need to disclose your personal information to third parties. If we do this, we will disclose your information to:

- those who provide to us products or services that support the services that we provide, such as our dealers or suppliers.
- other network operators to enable you to make or receive calls through other networks, so we can transfer numbers from one network to another and to monitor or investigate fraud or other offences.
- credit reference agencies (unless we have agreed otherwise), who may share your information with other organisations and who may keep a record of the searches we make against your name.
- debt collection agencies or companies, to collect any money owing by you in respect of an unpaid Vodafone bill.
- if someone else pays your bill, such as your employer.
- anyone who assists us in protecting the operation of the Vodafone networks and systems, including the use of monitoring and detection in order to identify potential threats, such as hacking and virus dissemination and other security vulnerabilities.
- anyone who hosts or maintains data centres, service platforms and other infrastructure and systems on behalf of us, where your information is processed.
- persons to whom we may be required to pass your information by reason of legal, governmental or regulatory authority including law enforcement agencies and emergency services.



- other services providers in relation to a service used through our network to allow that service to be charged to you.
- third parties such as our advertisers, customers, potential customers and partners in the form of aggregated user statistics and other information that does not personally identify you; and
- other people who you specifically request we share your account information with.

Protecting your personal information

We take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete, up-to-date and stored in a secure environment protected from unauthorised access, modification or disclosure.

Vodafone may disclose your personal information in an emergency, or under specified business imperatives and at the request of law enforcement or for other reasons in the public interests.

Changing this Notice

We reserve the right to amend or modify this notice at any time, after TRA approval, and we will notify you about any changes, by publishing the amended or modified notice on our website www.vodafone.om or in any other relevant way available to us (as determined by Vodafone).