

M-WEKEZA – Privacy Supplement

This privacy supplement gives specific information about the processing of personal information when using **M-WEKEZA**. This statement should be read in conjunction with our [main privacy policy](#) which provides further context on how Vodacom collect, use, share and protect your personal information when you use our products and services and our website.

We may need to update this statement, so we encourage you to check back regularly. If we make a major change, we will notify you through the most appropriate channels.

M-WEKEZA

M-WEKEZA is the digital mobile based wealth management service which enables M-Pesa customers and Merchants to invest as low as Tsh.1000 via M-Pesa and earn interest overtime. Customers will be able to calculate their projected return (day, weekly, monthly, yearly etc.), Invest on behalf of a friend, set standing order (Auto saving), withdraw funds anytime, and get full financial statement of their investments.

Personal information we collect/process about you

The types of information we collect/process include.

- Identification information: Your name, Your Mobile Number (Vodacom MSISDN), NIDA number.
- Your contact with us: Customer care information through your contact with us,
- M-Pesa Transaction, Account details and balances.

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.

When we collect your personal information

We will collect and process your personal information when you contact us in the context of;

- The performance of your contract or to enter the contract and to take action on your requests for example, so you can make calls and texts, and browse the internet on your phone, we process things like the numbers you dial, how much data you're using and when you're doing it so we can provide connectivity. This also enables us to generate your bill based on your usage. As part of our commitment to providing you with the best experience, we may notify you about features/services and benefits related to the service you have subscribed to. We also conduct credit checks when you apply for a product or service.
- Vodacom's legitimate business interests, for example, fraud prevention, maintaining the security of our network and services, direct marketing, and improvement of our services. Whenever we rely on this lawful basis to process your data, we assess our legitimate 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 at [main privacy policy](#).
- Compliance with a mandatory legal obligation, including for example accounting and tax requirements, law enforcement which are subject to strict internal policies and procedures (such as retention periods) and in this instance to provide customer assistive services also known as customer care services that enables our customers to get guidance and assistance to access a variety of our services and resolve fault/issues arising from the services offered.

- 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 at [main privacy policy](#).

How we use your personal information

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

- To help us identify you.
- To provide you with access to the service & completion of transactions.
- Billing and customer care.
- To notify you of any changes to our services that may affect you; and
- For identity verification.

How we share your personal information

We do not trade your personal data, and in this case, M-Pesa shares your personal data with institutions, partners who help us provide services and regulatory bodies when needed as required by local regulations.

International data transfers

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

Keeping your personal information secure

To ensure the security of your personal data, M-Pesa uses Hypertext Transfer Secure (HTTPS) between M-Pesa and the third-party service provider to encrypt the information exchanged between both parties, thus protecting it against hacking and man-in-the-middle attacks and ensuring the integrity of the information during transfer. Additionally, all M-Pesa customer data will be stored within M-Pesa's environment in Tanzania.

Vodacom is committed to protecting your personal information. Further information on Vodafone security and Privacy measures are set out in the [main privacy policy](#).

Your rights & how to contact us

If you want to contact us about any of your rights, contact our Customer Services: Call 100 or email customercare@vodacom.co.tz. You can also visit Vodacom shops or Customer Care Service desks.

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.