

Vodacom Tanzania SIM Card registration – Privacy supplement

This privacy supplement gives some general information around the SIM card registration process which is legal mandatory before activation of services for all the SIM cards to provide further context to our main [privacy policy](#). If you have a sim card or intend to buy a new Vodacom SIM card you should read this on the privacy of the data captured and processed.

SIM Card Registration

In order for you to use Vodacom service you need to ensure your number is biometric registered. You need to visit our Vodacom shop or registration agents with your national ID if you're a Tanzanian or foreigner staying in the country for more than six month or Passport for Visitor staying less than six months in the country, our agent will capture finger prints and your national ID/ Passport number to verify against government database.

Once the details from the government database received Vodacom will use the details to activate services both GSM and M-Pesa and store the data captured in secured environment as per legal and regulatory requirements.

Personal information we collect about you

Information we collect about you

Information we collect during biometric registration which we take from NIDA and store in our database are your names, Gender, Date of birth, Nationality, country of birth, District of birth, Village, portrait photo and mobile number.

When we collect your personal information

We collect your personal information when:

- You perform SIM registration as per the regulatory requirements
- When you perform SIM swap (for verification purpose)
- When you register SIM card for your Minor as a parents or guardian

Compliance with a mandatory legal obligation, we are required by the law to collect your personal when performing SIM Card registration and your right

to restrict usage of your data, which control the scope of legal assistance to be provided.

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 Consent may be withdrawn at any time.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 of this policy for more information.

How we use your personal information

To provide you with your service

The personal information provided during the SIM registration process are used to create your profile and activate service for the SIM card so you can start you use Vodacom services

YOUR CHOICES

You can visit of retail stores in the event you want your number to be deleted or you have any query regarding use of your personal data by Vodacom.

Please note: Deletion of your personal information is subject to legal requirements.

You may also opt out of marketing communications (such as email, SMS, phone or post), please call 100 or visit our Vodacom shops or Customer Care Service desks for more information.

How we share your personal information

Where applicable, we share information about you with:

- Law enforcement agencies, regulatory authorities as required by the regulation
- Companies in the Vodafone Group
- Partners, suppliers or agents involved in delivering the products and services you've ordered or used
- Companies who are engaged to perform services for, or on behalf of, Vodacom Tanzania Plc
- Law enforcement agencies, government bodies, regulatory organisations, courts or other public authorities if we have to, or are authorised to by law
- A third party or body where such disclosure is required to satisfy any applicable law, or other legal or regulatory requirement

International data transfers

We do not make international transfers of personal data outside Tanzania; All data is stored on a Vodacom platform.

How long we keep your personal information for

Providing the service

The data collected during SIM registration are stored as long as your SIM card is active and kept for 10 years before deleted

Diagnostics services

In case of new regulatory requirement or expiration of your data provided we may request you to visit our registration points to update your data

For information about other data retention with Vodacom, please refer to our [main privacy policy](#)

Keeping your personal information secure

We have specialised security teams who constantly review and improve our measures to protect your personal information from unauthorized access, accidental loss, disclosure or destruction.

Communications over the internet (such as emails) aren't secure unless they've been encrypted. Your communications may go through a number of countries before being delivered, as this is the nature of the internet.

We cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

We'll never ask for your secure personal or account information by an unsolicited means of communication. You're responsible for keeping your personal and account information secure and not sharing it with others.

Our website may provide links to third-party websites. We cannot be responsible for the security and content of such third-party websites. So make sure you read that company's privacy and cookies policies before using or putting your personal information on their site.

The same applies to any third-party websites or content you connect to using our products and services.

You may choose to disclose your information in certain ways such as social plug-ins (including those offered by Google, Facebook, Twitter and Pinterest) or using third-party services that allow you to post reviews or other information publicly, and a third party could use that information.

Social plug-ins and social applications are operated by the social network themselves and are subject to their own terms of use and privacy and cookies policies. You should make sure you're familiar with these.

Your rights

Below we set out details on how you can exercise your rights. If you have a question or cannot find the answer, please visit our or visit our Vodacom shops or Customer Care Service desks for more information or call 100.

Right to correct personal data

You have the right to correct information held about you if it's not accurate. If the information we hold about you is inaccurate or needs to be updated, please or visit our Vodacom shops or Customer Care Service desks for more information to update it.

Right to access personal data

You have the right to make a request for a copy of the personal data that Vodacom holds about you. To make this request as an individual or an authorised third party, visit our Vodacom shops or Customer Care Service desks for more information on how to do this.

Right to data portability

You have the right to be able to port your number between service providers: Provided that, you are required only to port once in 30 days. For a newly registered subscriber in our network will not be allowed to port until a period of sixty day has passed. Please call 100 or visit our Vodacom shops or Customer Care Service desks for more information.

Right to object to use of personal data

You have the right, in certain circumstances, to object to Vodacom processing your personal information. For more information or to exercise this right, please call 100 or visit our Vodacom shops or Customer Care Service desks. If this relates to an automated decision performed on you (this means with no human involvement), please let us know and we will review your request.

How to lodge a complaint

If you want to contact us about any of your rights or if complain about how we use your information, contact our Customer Services team by calling 100 or email us at customercare@vodafone.co.tz . We'll do our best to help

Right to restrict use of your data

If you feel data we hold on you is inaccurate or believe we shouldn't be processing your data, please visit our Vodafone shops or Customer Care Service desks or you can email us at customercare@vodafone.co.tz to discuss your rights. In certain circumstances you will have the right to ask us to restrict processing.

Right to erasure

In some circumstances, such as where we no longer have a justifiable reason to continue to process your data or **if not required by the law to retain such data**, you can request we delete it.