Effective Date: 1 April 2025

Privacy Notice

Eswatini Posts and Communications Corporation (EPTC) understands how much you care about how your information is used and shared, and values that you have trusted the Corporation with your information hence committed to using your information carefully and sensibly. This privacy notice explains how we collect, use, store and share your personal information. Processing personal information is fundamental to what we do, from connecting calls to developing and promoting our services. We collect most of this information directly from you or when you interact with us and when using our products and services.

Who are we?

Where we use the words “We” or “Our”, we mean Eswatini Posts and Telecommunications Corporation (EPTC). We are the data controller responsible for your personal information.

How to reach us

Data Protection Officer
P.O. BOX 125
Mbabane
Eswatini
H100
Email: Phinda.masuku@eptc.co.sz
Tel: 2405 2472

Our specific products and services

- Website Management (DNS, Web Hosting, Emails)
- Fixed Telephone
- Internet Services (ADSL, FTTX, WLL)
- Leased Lines
- SIP Trunking
- MySpot
- Payphones
- PABX
- Primary Rate Interface (PRI)
- Dedicated & Shared Internet
- Toll Free
- Postal
- Courier and Freight
- SPTC Mobile App
- USSD Application

What does this privacy notice cover?

This notice applies to the processing of personal information from products and services we provide to you (as listed under ‘Our specific products and services’). your use of our applications and our website and where we pass your details on to finance / debt collectors as part of your payment for our products or services. Our website contains links to other websites and this notice only applies to our website.

It also applies even if you are not one of our customers, but you interact with us as part of us running our business, for example by:

- using one of our products or services – paid for by someone else
- acting with authorisation on behalf of one of our customers
- taking part in a survey or trial
- entering a prize promotion
- calling our helpdesk
- generally enquiring about our services

If you need to give us personal information about someone else in relation to our products and services, this privacy notice will also apply to their information. If we need the permission of the other person to use that information, we'll ask you to check if they agree to that.

What are your rights?

You can request a copy of your personal data at any time during office hours. If you have given us your personal information because you have a contract with us or because you have consented to us handling it, you are entitled to request a copy of this information in a structured, commonly used and machine-readable format so that you can reuse it or share it with other organizations.

In some circumstances (including where we rely on 'legitimate interests'), you have the right to object to our processing of your data and can ask us to restrict our use of your data and to delete it. You also have the right to ask us to correct your information if it's inaccurate and to object to automated decision making.

There are some exceptions to these rights, we might not be able to delete your data if we need it to fulfil your contract or we are required to keep it by law. We also might not be able to provide you with information if it infringes someone else's rights. We'll always try to help you with your request and if we believe we are unable to fulfil your request we will always explain why.

Where you have given consent for us to handle your personal information or permission to provide a service, you can change your mind and withdraw this consent at any time. This only applies to how we use your personal information in the future, not what we've done in the past (for example if we've run a credit check at the start of your contract).

Children

We only enter into contracts with customers who are over the age of 18. Although the account holder will always be an adult, we recognize that some of our products and services, like Wi-Fi devices, will be purchased on behalf of children and so we cannot guarantee that every router or service is held by an adult.

What information do we collect about you?

The personal information we collect, store and use will depend on the products and services you have with us and how you use them. Some of the personal information we collect, store and use is considered sensitive (for example ethnic origin). We will only collect, store and use

this sensitive information to support you and your use of our products and services, and we will put additional measures in place to protect such personal information.
During our interactions or while utilizing our products and services, the following information, may be requested or collected:

- Personal details, like your Name(s) and Surname, date of birth, gender, and Marital status.
- Information about your Identity (Personal Identity Number (PIN))
- Contact details (work or mobile phone number, email address, postal and physical address).
- Demographic information (gender and marital status).
- Banking details for direct debit payments (Bank name, branch code and bank account number).
- Browsing habits when you access our website or when you interact with us on social media platforms.
- When you visit our premises where CCTV cameras are installed.
- When you apply for employment, you may be required to provide information your employment and criminal history.
- Equipment information, we collect information about devices connected on our network, like the type of device, IP address and geo-location.
- Any other information that you provide to us by filling in forms, participating in surveys, communicating with us either through face-to-face, email, telephone etc.

How we use your information

We only process personal information for the purpose it was collected for and where we have legal justification or to comply with regulatory obligation or consent. The purposes for processing personal information may include, but not limited to:

- Enter into a contract.
- Respond to your enquiry
- Provide services and products to you.
- Comply with law and regulatory requirements.
- Improve user experience and safety.
- Billing, collecting and protecting our property and legal rights.
- Create aggregated reports.

How we share your Information

All personal information held by us is kept confidential, however, it may be shared under the following reasons:

- With credit reference agencies and collection companies to carry out credit checks and collect debts
- With third parties whose products and services we market to you (where you have given consent to receive such messages)
- With any public authority or law enforcement agency (if they request it)
- To comply with law or regulations, or for possible legal proceedings

When we share your information with other organizations, we will make sure it’s protected, as far as is reasonably possible.

How long do we keep your personal information?

We will keep details about your account and the products and services you have bought and paid for while you are a customer. Furthermore, we keep personal information in compliance with legal and regulatory requirements which may stipulate the duration of retention.

Information Security

We take appropriate, reasonable technical and administrative measures to prevent the loss of, modification and damage to or unauthorized destruction of personal information and unlawful access to or processing of personal information. We have implemented various policies, processes and standards as means to safeguard personal information and these safeguards are regularly updated in line with best practices. In the event of an actual or suspected data breach, we undertake to notify you and the regulatory authority within the period necessary for such notice.

How to contact us and further details

If you are unhappy about how we have handled your personal information you can make a complaint to our data protection officer (DPO) who will investigate the matter and report back to you.

If you are still not satisfied after our response or believe we are not using your personal information in line with the law, you have the right to complain to the regulator Eswatini Communications Commission at Eswatini Data Protection Authority.

Website Privacy Policy Updates

We keep our Privacy Policy under regular review. Any changes will be reflected by the effective date of the policy.