

Technology advancement has created new opportunities for Telkomsel as a leading mobile telecommunication player in Indonesia to be the industry pioneer in Digital Transformation. As the biggest telco in terms of the number of subscribers and connectivity, by implementing the principal of customers data protection, Telkomsel has managed to collect data from various data sources. This opportunity drives our team, MSIGHT, to conquer the challenges to understand the needs of our customers and to create better customers experience. Coming from that, we try to serve the needs from various industries. MSIGHT offers deep analysis from the data collected and creates insights that have been very beneficial for various lines of industries to sharpen the decision-making and streamline business process.

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## **Data Privacy Policy**

This Data Privacy Policy is a policy to oversee the private data of Telkomsel services users.

### **Preface**

PT Telekomunikasi Selular (will be addressed as “Telkomsel” or “us” or “our”) considers it necessary to protect the private data of Telkomsel services users by creating a privacy policy (“Data Privacy Policy”). This Data Privacy Policy explains how we collect, process, analyse, save, present, use, disclose, protect, and remove your private data we obtained through websites, apps, products, and other features owned by us from time to time.

Please pay attention that inside our website, there are many links to other websites provided for your convenience. We are not responsible with the data privacy policy in those websites. This Data Privacy Policy only applies to the products owned by Telkomsel. We highly suggest you to regularly check and learn about the data privacy policy in those websites before giving away your private data.

## **A. DATA COLLECTION**

### **1. Information from Users**

The informations we obtained from our users are divided into two categories:

- a. Private data given by the users voluntarily when subscribing to our service, ordering online number or certain service, registering to join online discussion, participating in a contest or quiz or giving away e-mail address; and
- b. Information obtained while the users are using our services, that can be identified personally, including when the users are navigating on our website.

### **2. Cookie and IP (Internet Protocol) Address**

When the users visit our website and/or use our service, we will obtain informations in the form of “cookie”, “IP address”, and the location of the device users use to access our website.

### **3. Log Files**

When the users use and get connected to our service, we will obtain informations in the form of data log of our service usage, such as--but not limited to--the type of service, the free or price, the length of consumption, and the location of service consumption.

**4. Other Technology**

From time to time, Telkomsel will use a new technology that allows other form of data collection.

**5. Informastion from a Third Party**

It is possible that we obtained informations from a collaboration between Telkomsel with a third party, or the information that are available in public sphere.

**B. DATA PROCESSING AND ANALYSIS**

There are two types of data processing and analysis mechanism:

1. Data processing and analysis directly done by Telkomsel; and
2. Data processing and analysis done by a third party that collaborates with us.

The mechanism of data processing and analysis as mentioned above is still under our supervision and we are committed to keep all of the informations secured according to the rules and the law.

**C. DATA SAVING**

The information we obtained will be saved according to the rules and the law.

**D. DATA USAGE**

We will use the informations we obtained to analyse the pattern of our services usage, such as the recovery and development of our product and service usage, whether for the present or the future, or in order to improve our service.

In a certain condition, the data we obtained can be used by a third party, such as--but not limited to--government organization and/or other third parties that collaborate with us.

We guarantee the data usage is always strictly under the law, unless the data is used by a third party without our consent or written agreement. However, we will do our best to make sure the data usage is always under our supervision.

**E. DATA DISCLOSURE**

Generally, the data disclosure to other parties is always done aggregately, which cannot be used to identify your private data unless for an investigation done by government organizations that specifically require the users' data disclosure or under the users' consent.

Telkomsel does not sell, trade, or give any right to any third parties who are not committed to keep the confidentiality of the users' private data. We will do our best to make sure the users' data disclosure both aggregately or individually is still under Telkomsel's supervision. Therefore, we are prepared with a procedure to handle privacy breaching suspicion and we will inform both the users and authorized officials if necessary.

#### **F. DATA PROTECTION**

To prevent any data access by unauthorized parties, maintain the data accuracy, and make sure the informations are used properly, we are committed to protect and keep everything secured by using physical, electronic, and managerial procedure to protect the information we keep.

If there is any collaboration with a third party, the third party is strictly prohibited to misuse the data given to them and they are not allowed to share or sell those data, unless the users have given their consent.

#### **G. DATA REMOVAL**

A removal of any information we obtained will be in accordance to the rules and policies applied.

#### **H. OTHER TERMS**

Telkomsel is allowed to disclose any private information under the order of law, or due to the necessity to (1) obey the law or court process; (2) protect or defend our copyright and right of ownership; (3) protect against any misuse or violation of our services and products, such as--but not limited to--our websites and apps; or (4) protect the private security or property of our users or public (which means if you give a false information or pretend to become someone else, we would give any information about you as a part of the investigation).

This Data Privacy Policy can be modified or updated at any time. Every modification will be included on this page, so we suggest you to access this page regularly to be aware about the modification (if any). if Telkomsel made a significant modification or any change in materials using your private data, the modification will be displayed at least 30 days before it is put into effect, and the registered users will be notified through one (or several) of the information channels such as e-mail, our website, MMS, or SMS sent by Telkomsel.

This Data Privacy Policy is valid for all services we provide in general, unless it is regulated specifically in a certain related service. By using one or all of our services, all users are deemed to obey this Data Privacy Policy. If you disagree with this Data Privacy Policy, you are free to unsubscribe or stop using our services.

If you have any further question about data privacy policy, please contact as via **cs@telkomsel.co.id** or call **188**.