Privacy notice to customers!

Silknet recognizes that confidentiality is important to our customers and we are committed to respect and safeguard our customers' privacy. Our customers trust us with their sensitive information and we are responsible for living up to this trust placed in us every day.

According to the Law of Georgia on Personal Data protection, Personal data is any information relating to an identified or identifiable natural person -"data subject", in particular, an identifiable person is one who can be identified, directly or indirectly, in particular by reference to an identification number or to one or more factors specific to his physical, physiological, mental, economic, cultural or social identity. Personal data is any type of information that can be linked to a particular person:

**Basic information and contact details**
- Name of a person (e.g. customer or user)
- Legal name of a proprietorship
- Government issued identification numbers
- Internal customer identifier
- Postal address (e.g. street name and number, zip-code and city)
- Email address
- Telephone number (e.g. mobile, fixed line,)

**Information related to customer and contractual relation**
- Customer contract number
- Services, offerings, products subscribed or purchased and information related to those
- Identifiers such as user names, subscription numbers, equipment identifiers (e.g. MSISDN, IMSI, IMEI, PUK) and passwords
- Customer support case identifier and information related to possible requests, complaints and other contacts with Silknet (e.g. customer support telephone call recordings)

**Payment and debt collection information**
- Invoices and related documents, invoice numbers
- Payment reminder related information
- Payment status and history, payment numbers
- Payment card number, payment card holder name
- Debt case identifier
- Pre-paid subscription account information (e.g. balance)

**Usage events, traffic data and location data**

To be compliant with the Law of Georgia on Electronic communications, Silknet collects and processes personal data to the extent necessary to provide customer service.

Personal data is processed by an authorized personnel within the company based on legal and internal regulations or instructions.

1Please note that opt out and direct marketing possibilities are related with Company products’ offerings Silknet serves as mediator (Silknet remains right and obligation to inform customers about Silknet news or its’ services).
By signing a contractual agreement subscriber agrees that his/her personal data to be collected and processed for the following reasons:

**Provision of Services**: We process personal data in order to provide and deliver Services to you. **Development and analysis**: We process personal data for Silknet’s internal purposes of general development and managing our business and Services and the related processes, such as sales and marketing, and for better understanding your needs as a customer.

**Marketing**: We process and utilize both summed usage data and data associated with individuals for marketing purposes and for forming target groups for marketing.

**Compliance with laws**: We process personal data in order to meet our statutory obligations, e.g. accounting and to provide data to competent authorities when required by law.

**Other purpose(s) you have given your consent to**: debt collection purposes, claims, creditworthiness,

When processing customer’s personal data, we comply with the Georgian legislation and the mandatory regulations and instructions issued by the competent authorities. Silknet will use customer’s personal data only in a manner consistent with the purpose for which we obtained it. We never process personal data in a manner that is inappropriate in view of the defined purpose. Safeguarding customer’s personal data is of the utmost importance to us. Information security is vital for us and ensuring appropriate protection of customer information. We strive to implement security measures to set appropriate level of protection of information and to prevent and detect disclosure of sensitive information to unauthorized parties.

We retain your personal data for the period necessary to fulfil the purposes outlined in this Privacy Notice unless a longer retention period is required or permitted by applicable law.

Customer has rights to:

- check what information we have collected and retained about you, unless applicable laws otherwise stipulate.
- require that incorrect, unnecessary, defective or outdated personal data are corrected or removed.
- opt out and prohibit us from using your personal data for direct marketing¹ [or for market research and opinion polls.]
- Withdraw any consent given by you, which can cause termination of contractual agreement with Silknet.

Customers are not required to provide any personal data to Silknet, but if not to do so, it is possible that we will not be able to provide our Services to you.

¹Please note that opt out and direct marketing possibilities are related with Company products’ offerings Silknet serves as mediator (Silknet remains right and obligation to inform customers about Silknet news or its’ services).
If you are concerned that Silknet has not complied with this Privacy Notice or applicable privacy laws, you may make a complaint to Silknet or you may decide to make a formal complaint with the http://personaldata.ge/en/home (which is the competent authority for privacy in Georgia).

In case of complaints customer can reach us at Silknet JSC, 95 Tsinamdzgvrishvili St. Tbilisi-0112, Business ID 204566978; +995 32 210 00 00

The Full text of Laws can be found following the links provided below:

The Law of Georgia on Electronic Communications
Law of Georgia on Personal Data Protection

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