



“A member of the IDC group of Companies”

INFRATEL Privacy Policy

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1. The Personal Information We Collect

INFRATEL may collect personally identifiable information from customers in a variety of ways, including online and offline subscription and order forms, paper or telephone submissions, and other instances where customers are invited to volunteer such information. Additionally, contact information may be collected during any correspondence relating to customer support, as well as in connection with the services offered on our service channels. INFRATEL may collect such information as contact name, business name and type, address, phone number, email address and billing information including credit card number and expiration date, as well as other information. We will only use your name, address and billing information/credit card information to process your order. The addresses are used for customer support, required notifications, product and policy updates and marketing releases. Under no circumstances will we use this information for anything else not described in this Privacy Statement. All users may at any time opt-out of our marketing by clicking the Unsubscribe link located at the bottom of all marketing and customer notices.

2. Financial Information

Whenever customers apply for our services or sign up for any other product or service through INFRATEL, they may be required to submit financial information such as a credit card number and billing address before we will process the application. INFRATEL will not sell, share or rent any financial information collected except as disclosed in this policy or as necessary to fulfill orders.

Internet Protocol (IP) Addresses

INFRATEL uses your unique network address and SessionID to help diagnose potential problems with equipment, to help tailor content to match your preferred interests and to otherwise administer service offering.

3. Data Integrity and Security

INFRATEL makes diligent efforts to maintain accurate information on our customers. INFRATEL has put stringent security procedures in place to protect such information collected about our customers. We constantly monitor our systems, which are protected using industry-standard security measures. Secure Sockets Layer (“SSL”) connections are used to communicate to our system to protect customer financial information, as well as encrypting vital information that customers input through the Site. Although reasonable efforts are made to secure network communications and all our service channels. INFRATEL cannot guarantee that the information submitted to, maintained on, or transmitted from our systems will be completely secure.

4. Data Access

Customers may access all personal identifiable information that we collect and maintain by contacting us by mail or telephone at the contact information listed below. They can correct factual errors in personally identifiable information by contacting us by mail or telephone at the contact information listed below. To protect customer privacy and security, INFRATEL reserves the right to take reasonable steps to verify customer identity prior to granting access or processing changes or corrections.

5. How Information is Used

INFRATEL may contact customers regarding all the products and services we offer as INFRATEL and through our its trusted affiliates and business partners. We may also use information collected for research regarding the effectiveness of our service channels and related marketing, advertising and sales efforts. Information will only be made publicly available where mandated by governing agencies, in response to subpoenas or court orders, or as disclosed in the terms and conditions of our agreements with customers.

6. Electronic Mail

Electronic communications may be sent by INFRATEL using customers' personal contact information to inform them of new products, important industry news or general services and upgrades provided by INFRATEL. If customers do not wish to receive these industry notices, they may at any time opt-out of our marketing by clicking the Unsubscribe link located at the bottom of all marketing and customer notices. However, in order to fulfill our service obligations, INFRATEL will continue to send emails regarding customers' account administration or service interruptions for system maintenance.

7. Disclosure

Information collected from customers may be disclosed to business partners who have agreed to hold this information in confidence, not use it for any purpose except to carry out the service they are providing for INFRATEL, and honor our privacy and security policies in the way this information is handled. This would include the third-party agent acting as a payment processor

on our behalf, as well as the third-party agent hosting our chat feature. INFRATEL may also disclose aggregate, anonymous data based on information collected from customers to actual or prospective investors and partners. In the event of any significant changes to the manner your information is handled, we would notify you by a prominent notice on our service channels, _____ or _____ by _____ email.

We may post customer testimonials on our service channels with prior consent. When you select to email a friend about our services, we request their name and email to facilitate service offering. This third-party information is not used for any purposes beyond sending this one-time email. We provide widgets on the Site that make it possible to share information on third-party platforms. These widgets do not store your personal information.

If you use a bulletin board, blog, or chat room on this website, you should be aware that any personally identifiable information you submit there can be read, collected, or used by other users of these forums, and could be used to send you unsolicited messages. We are not responsible for the personally identifiable information that you choose to submit in these forums.

8. Our Commitment To Children's Privacy

Protecting the privacy of the very young is especially important. For that reason, we never collect or maintain information about children, and no part of our services are structured to attract children.

9. Privacy of Sites Linked to our Channels

Our Service channels may contain links to third-party websites. Please note that these websites' privacy and other policies may differ from those of INFRATEL. We strongly recommend that customers review the privacy policies of any online service prior to submitting personal information. INFRATEL has no control over and is not responsible for the information practices of other websites, including those to which we may link and those which may link to us.

10. Conditions of Use, Concerns

By choosing to visit and interact with INFRATEL Service channels, customers agree that their visit and any dispute regarding the protection of their privacy during such visit is subject to this Privacy Statement including, but not limited to, the provisions regarding limitations on damages and the application of the laws of Zambia. Please note that if customers enter into other contractual agreements with INFRATEL, privacy terms and conditions of such other agreements may supplement or supersede this policy.

11. Revisions or Changes

INFRATEL reserves the right to change this Privacy Statement and other policies prospectively at any time, subject to applicable laws and regulations, by posting a prominent notice of any such material changes on our communication channels. Regardless of later updates or changes to our Privacy Statement, we will never use the information you submit under our current Privacy Statement in a new way without first providing you an opportunity to opt-out or otherwise prevent that use.

12. Cookies

When you interact with our service channels, we try to make the experience simple and meaningful. When you visit our channels, our Web server sends a cookie to your computer. Cookies are files that Web browsers place on a computer's hard drive and are used to indicate whether you have visited the service channel previously. The data collected may include how you navigate around a web page and the most commonly clicked links on a specific web page. Certain technical information, such as your browser version and operating system, are also collected.

Choices about Cookies: You can configure your browser to accept all cookies, reject all cookies, or notify you when a cookie is set. (Each browser is different, so check the "Help" menu of your browser to learn how to change your cookie preferences.)

Our Practices Regarding Cookies: INFRATEL uses cookies for a number of purposes, including to: access your account information when you "sign in," so that we can provide you with customized content; keep track of preferences you specify while you are using the services; estimate and report our total audience size and traffic; and conduct research to improve our service's content and services.