

# **Policy of Unitel LLC on Subscribers' personal data collection, processing and protection**

Unitel LLC (hereinafter referred to as the Company) appreciates the trust you place in us by providing your personal data and takes all necessary technical, organizational and legal measures to protect them. In order to find out what personal data we collect, how we process and protect it, please carefully read this Company Policy regarding the collection, processing and protection of personal data of subscribers (hereinafter referred to as the Policy).

## **Information about Company**

Limited Liability Company Unitel LLC, TIN 201 838 002, OKED 61200; address Republic of Uzbekistan, 100047, Bukhoro Str., house 1, Contact center phone: 2020, company website: [www.oq.uz](http://www.oq.uz)

## **General provisions**

We have developed this Policy in accordance with the requirements of the legislation of the Republic of Uzbekistan in the field of personal data and their protection. In the Policy, we disclose the ways of obtaining consent, the list of personal data collected, the purposes of their collection and processing, the rights and obligations of the company and subscribers, as well as the list of measures we take to ensure the security of your personal data. In the Policy, we disclose the ways of obtaining consent, the list of personal data collected, the purposes of their collection and processing, the rights and obligations of the company and subscribers, as well as the list of measures we take to ensure the security of your personal data. The policy is a public document declaring the fundamentals of the company's activities in collecting and processing subscribers' personal data and protecting them. The policy is available for review on the company's website. Your personal data at the disposal of the company are recognized as confidential information. We have developed and constantly update internal rules for the protection of your data and monitor the proper compliance of our employees with these rules. Each employee of the company signs an obligation of non-disclosure of confidential information, access to which he needs to perform his functional duties.

## **Obtaining consent to the collection and processing of personal data**

We collect and process your restricted personal data only with your consent. In accordance with the requirements of the legislation of the Republic of

Uzbekistan, the company provides services to subscribers only if there is a service agreement, the procedure and conditions for concluding which are determined by the relevant rules approved by the authorized body. The offer and the user agreement are public and available for review on the company's website. The conditions for the provision of telecommunications and other related services are determined by agreements. The conclusion of contracts occurs by electronic acceptance and are an integral part of these contracts. The user agreement that the Subscriber accepts at the stage of registration in the OQ mobile application contains a section on consent to the collection and processing of personal data. By accepting it, you give your consent to the collection and processing of all data that you provide to us independently in the process of receiving services and which become available to the company in the process. Consent to the collection and processing of personal data can also be provided by the subscriber on the company's websites, through the company's mobile application, personal account, using an electronic document, electronic message or verbally when contacting the company's contact center.

### **List of collected personal data**

This Policy applies to all personal data provided by you when joining contracts, transmitted when contacting our support service, filled out in your account, on the company's websites, the company's mobile application, received by the company in the process of providing services. The list of personal data collected and used by the company to fulfill obligations under contracts can be found on the company's website. The list of personal data collected by the company for the provision of services is the minimum necessary for the conclusion of the relevant contracts and the requirements for the mandatory provision of this data by the subscriber are determined by the legislation of the Republic of Uzbekistan.

Перечень персональных данных, собираемых компанией для оказания услуг, является минимально необходимым для заключения соответствующих договоров и требования по обязательному предоставлению этих данных абонентом определены законодательством Республики Узбекистан.

This Policy is not applicable to information collected from information resources owned by third parties, or transmitted by you to anyone independently through the use of our communication networks. Information resources of third parties may have their own personal data protection policy. The Company is not responsible for the receipt by the subscriber of

unwanted short text or other messages sent by third parties using the services of the Company. Before using the information resources of third parties and transferring personal data to them, we strongly recommend that you carefully study the privacy policies of these resources and be extremely careful when distributing your personal data. Before using the information resources of third parties and transferring personal data to them, we strongly recommend that you carefully study the privacy policies of these resources and be extremely careful when distributing your personal data. You can request information containing a list of your personal data held by the company, the purposes, sources, methods of collecting and processing personal data, the terms of their processing and storage. The request is made by submitting a written electronic request through the online chat of the support service with confirmation of one's identity. The change of your personal data that we have is also made upon your written application with the provision of documents confirming the change in your data.

### **Purposes of collection and processing of personal data**

We collect and process personal data in order to fulfill the terms of contracts with the subscriber for the provision of our own services, the provision of services by the Company's Partners and representatives of the Company, including services provided to the Company by third parties and the Company to third parties, convergent services, improving the quality of services provided and maintenance, conducting marketing activities, developing and offering new products and services, informing subscribers and users about changes in the terms of services provided and the procedure for servicing, protecting subscribers and the company from fraudulent activities related to the use of the company's services, providing fiscal reporting to government agencies, collecting receivables, as well as the participation of subscribers and users in competitions and advertising campaigns, as well as the exercise by the company and third parties of the rights and obligations established by applicable law.

### **Withdrawal of the subscriber's consent to the collection and processing of personal data**

You can withdraw your consent to the collection and processing of personal data that you have provided to the company. However, keep in mind that in order to provide us with the main types of services, including voice services, emergency calls and SMS, we need your personal data. Withdrawing your consent in this case may result in the termination of some or all of the services of the company and its partners.

To revoke consent, you need to contact the support service via online chat and submit a scanned or photo version of the written application. And also prepare a selfie photo with an identity card. Consent to the collection and processing of personal data cannot be withdrawn in cases where you have an unfulfilled obligation to the company or other legal restrictions. You can withdraw your consent to the collection and processing of personal data necessary for us to provide additional services. In this case, only those services that are associated with the personal data being withdrawn will be disabled.

Reactivation of additional services may require the submission of a written application at the company's sales and service offices, as well as your consent to the collection and processing of personal data.

### **Terms of storage of personal data**

We store your personal data for the time necessary for the company to achieve the goals of their collection and processing under contracts for the provision of telecommunications services and other related services. Your personal data is subject to destruction or depersonalization upon reaching the goals of processing in accordance with the legislation of the Republic of Uzbekistan.

### **Measures taken by the company to protect personal data**

Access to your personal data is provided only to those employees of the company who need this data to perform their functional duties. All our employees sign non-disclosure obligations, and are also warned about the liability that arises in case of violation of the requirements for the protection of personal data of subscribers. Your personal data is stored in our electronic databases that comply with international information security standards.

### **Transfer of personal data to third parties**

In order to fulfill the purposes of collecting and processing personal data, we may transfer, including cross-border, your personal data to our partners. The transfer of personal data to partners is based on the principles of legality and confidentiality of the transferred personal data. Each partner concludes an agreement on non-disclosure of personal data of subscribers and other confidential information. In an agreement with a partner, we provide for requirements to prevent the distribution of subscribers' personal data without their consent or other legal grounds.

### **Enrichment and profiling of personal data**

Your personal data may be supplemented or clarified by us by requesting additional information from you or obtaining information from public sources,

for example, from public social network accounts, as well as from third parties with whom the company has a contractual relationship. Enrichment and profiling of personal data are carried out solely for the purposes of their collection and processing specified in this Policy and will allow us to develop interesting and profitable offers for you.

### **Change Policy**

The Company reserves the right to make changes to this Policy. The new version of the Policy comes into force from the moment it is posted on the company's website, unless otherwise provided by the new version of the Policy.

We recommend that you periodically check the relevance of this Policy. By continuing to use the services of the company after the change of the Policy, you confirm your acceptance of the changes made.