

## **TERMS AND CONDITIONS FOR THE SAFARICOM UNLOCK YOUR DATA SERVICE**

The following terms and conditions apply to the Safaricom Unlock Your Data Service ("the **Service**") and by participating in this Service, you will be deemed to have read, understood and accepted the same: -

### **1. Eligibility**

The Service is open to all Safaricom subscribers.

### **2. The Campaign**

This Service enables Safaricom subscribers enjoy browsing on their phones using affordable data bundles, that will be recommended to them based on their monthly average spend on data bundles.

### **3. Launch of the Service**

This Service will be launched at 0000hrs on **8<sup>th</sup> December 2020**.

### **4. How to participate in the Campaign**

- (a) Subscribers will dial \*544# and select "**unlock your data.**"
- (b) Proceed to make payment. You can pay through airtime or M-PESA.
- (c) You will receive an SMS confirming successful purchase.
- (d) Proceed to browse the internet on your phone.

### **5. Available bundles**

The following data bundles are available once you unlock your data bundle:

<b>COST (KES.)</b>	<b>BUNDLE OFFER</b>
5	50MBs
10	100MBs
20	250MBs
50	500MBs
75	1000MBs
100	2000MBs
250	5000MBs
500	10000MBs
1000 and above	20000MBs

## **6. Validity of the unlock your data bundles**

- (a) Subscribers who purchase a recommended bundle worth Kshs. 100.00 and below will be offered a twenty (24) hours validity period.
- (b) Subscribers who purchase a recommended bundle worth Kshs. 101.00 and above will be offered a seven (7) days validity period.

## **6. Privacy**

### **(a) Definition**

“Personal Information” means personal identifiable information as prescribed in the Data Protection Act which includes but is not limited to name, address, phone number, identification number, location data.

### **(b) Collection of information**

We are required by law to collect certain personal information and are legally obligated to deny you the service if such information is not available.

Apart from the legal obligation mentioned above, we also need to collect your Personal Information for quality service delivery. Please note that although this is voluntary, without such information we may not be able to provide quality service.

### **(c) Privacy**

We are committed to respecting and protecting the privacy of the information we collect from you. Our privacy statement, as updated from time to time, explains how we treat your personal information, who we share your information with and measures taken to protect your privacy when you use our Service. This can be found on Safaricom Data Privacy Statement. If unable to access the link or our website, please reach us on any of our customer care channels to receive a copy.

### **(d) Minors**

When registering a minor as a Safaricom subscriber, a person with parental authority shall open and maintain an account in their name for and on behalf of the minor. For purposes of these Terms and Conditions, a person with parental authority shall include the birth parents of a minor, legal guardian or other person who can demonstrate legitimate authority over the minor's affairs.

## **7. Other Terms**

- (a) The unlock your data bundle cannot be transferred (*sambaza*) to a third-party device.
- (b) The unlock your data bundle does not rollover to the following day.
- (c) The unlock your data bundle is only awarded once a day.

- (d) All other applicable rates for use of the Safaricom services remain unchanged.
- (e) The Service will not be available in conjunction with other data campaigns, promotions and rewards.
- (f) Safaricom reserves the right to amend or vary these terms and conditions or to withdraw the Service at any time. In any of these events, notice will be given via media advertisements (including at Safaricom's discretion on the Safaricom website [www.safaricom.co.ke](http://www.safaricom.co.ke)) and will be effective immediately or as at the date referred in such notifications.
- (g) These terms and conditions are supplemental and subject to the standard terms and conditions for the use of the Safaricom PrePay and PostPay data bundles according to the terms of usage of the Safaricom Prepay & PostPay Data Bundles ([www.safaricom.co.ke](http://www.safaricom.co.ke)).