

## **TERMS AND CONDITIONS FOR THE SAFARICOM@ 21 PROMOTION**

The following terms and conditions apply to the Safaricom@21 Promotion (“**the Promotion**”) and by participating in the Promotion you will be deemed to have read, understood and accepted the same: -

### **1. The Promotion**

This Promotion celebrates Safaricom's 21<sup>st</sup> birthday, by availing eligible Safaricom subscribers with attractive offers as set out in clause 5 below.

### **2. Eligibility**

- (a) This Promotion is open to all new and existing Safaricom PrePay, Hybrid and PostPay subscribers except those listed in 2 (b) below who are connected to the Safaricom network during the Promotion Period.
- (b) This Promotion will not be available to subscribers who are roaming during the Promotion Period.

### **3. The Promotion Period**

The Promotion will run for **ninety (90) days** from **0000hrs** on **23<sup>rd</sup> October 2020** to **2359hrs** on **20<sup>th</sup> January 2022** (“**Promotion Period**”).

### **4. How to Participate**

Eligible subscribers can access the offers by dialling \*444# or \*544# or through the MySafaricomApp.

### **5. Available offers**

The following offers will be available during the Promotional Period:

#### **a. Voice and SMS bundle:**

- i. Spend Kshs. 20 and get 21 voice minutes and 21 SMS.
- ii. This bundle is available for purchase daily from midnight to 3:00 pm during the Promotional Period.
- iii. The unused resources in the bundle will expire at 5:00 PM of the same day.
- iv. Any unused resources will lapse upon expiry and will not be available for use.

- b. **Unlock 21 Offers:** You will have an opportunity to UNLOCK 21 FREE Minutes whenever you buy a segmented bundle. The options available are as indicated in the table below;

Price	Resources
Kshs. 10	10 minutes
Kshs. 20	20 minutes
Kshs. 30	30 minutes
Kshs. 50	50 minutes

- i. Free Minutes will be awarded automatically upon purchase of any of the above bundle options.
- ii. The offers are segmented based on your daily spend.
- iii. The resources can be used for both on-net and off-net calls.
- iv. Resources from this bundle cannot be shared through sambaza.
- v. The bundle Minutes and the free unlocked minutes from this offer will expire after 5 hours from the time of purchase.

## 6. Other Terms

- (a) You will receive an SMS notification informing you that your bundle balance is low.
- (b) International & roaming calls will not be included in this offer.

## 9. Privacy

### i. 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.

### ii. 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 availed.

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.

### iii. 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 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.

**iv. 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.

**10. Extension of Terms**

- (a) The Promotion will not be available in conjunction with other promotions and rewards.
  - (b) The Promotion will be subject to Safaricom fair use policy.
  - (c) Save as modified above, these Terms and Conditions are supplemental to and subject to the published Safaricom Prepay and PostPay Terms and Conditions and other Services that you may be using.
  - (d) Safaricom reserves the right to amend or vary these terms and conditions or to withdraw this Promotion at any time. In any of these events, notice will be given via SMS to the eligible subscribers and will be effective immediately or as at the date referred in such notifications.
  - (e) These Terms and Conditions are available at [www.safaricom.co.ke](http://www.safaricom.co.ke)
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