

### **TERMS AND CONDITIONS FOR THE DAIMA BUNDLES SERVICE.**

The following terms and conditions apply to the Safaricom Daima Bundles Service ("the **Service**") and by purchasing or activating the Service, you will be deemed to have read, understood, and accepted the same: -

#### **1. The Service**

This Service aims at giving Safaricom subscribers an opportunity to buy a bundle that will award them **twenty (20) minutes and twenty (20) SMS** every month for a duration of time they will have selected under the available options listed in clause 4 (c) below.

#### **2. Eligibility**

This Service is open to all Safaricom **Individual Prepay Subscribers (Exempted: M-PESA Tills, Corporate and PostPay)** on the network.

#### **3. Service Launch Date**

The Service will commence at **0000 hrs** on **23<sup>rd</sup> May 2022**.

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

- a) Dial \*456#, \*444#, \*131# or from your MySafaricomApp and web.
- b) You will be presented with 3 options to choose from as listed in clause 4 (c) below.
- c) You will be awarded 20 minutes and 20 SMS every month depending on your preferred option (ranging from 6 months to 2 years).

Price	Resources	Recurring Period
Kshs. 200	20 minutes and 20 SMS per month	6 months
Kshs. 500	20 minutes and 20 SMS per month	1 year
Kshs. 1000	20 minutes and 20 SMS per month	2 years

- d) You pay for your preferred bundle once, at the beginning of the recurring period.

#### **5. Other terms of the Service**

- (a) Eligibility: Individual Prepay only (Exempted- M-PESA Tills & Corporates and Post Pay).
- (b) Your line must be active in order to activate this Service.
- (c) The awarded resources can be used for both on-net and off-net calling and messaging.
- (d) The awarded resources will expire after 30 days from the day of award.

(e) On the expiry of the subscription period, you will receive an SMS notification as below;

*"Dear customer, your Daima Bundle subscription has ended, kindly top up your line and purchase a new subscription. Thank you"*

(f) You will also be able to buy Daima bundles for other numbers (buy for a friend).

## **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 Promotion if such information is not available.

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

### **(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 Promotion. 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 subscriber, a person with parental authority may open and maintain a mobile number in their name for and on behalf of the minor. For purposes of this agreement, 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. General Terms of usage**

(a) You cannot transfer (*Sambaza*) Daima bundles to other subscribers.

(b) Upon purchase, you will earn Bonga Points as indicated in the published terms and conditions of the Safaricom Loyalty Program.

(c) Safaricom resources are not for re-sale. You therefore will not resell the product purchased from Safaricom without its consent. Safaricom reserves the right to withdraw this product from you if you breach these terms.

## **8. Extension of Terms**

- (a) Save as modified above, these Terms and Conditions are supplemental to and subject to the published Safaricom PrePay and PostPay Service Terms and Conditions and other Services that you may be using.
- (b) Safaricom reserves the right to amend or vary these terms and conditions or to withdraw the Promotion 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.
- (c) These Terms and Conditions are available on [www.safaricom.co.ke](http://www.safaricom.co.ke)