

General Policy on Personal Data Protection

I. Introduction & context

Purpose:

- The purpose of this Personal Data Protection Policy is to define the principles and guidelines implemented by Ooredoo with regard to the processing of personal data.
- it also aims to specify the conditions for processing personal data and to emphasize the obligations that govern Ooredoo in respecting the rights of data subjects (customers, employees, interns, subcontractors, suppliers, partners, insurers, service providers) when processing and transferring their data.

II. Policy details

II.1 Data controller:

Ooredoo, headquartered at Ouled Fayet, Chéraga, Algiers (“We”), as Data Controller, is responsible for collecting and processing your personal data in connection with its activities as a provider of mobile phone products and services in Algeria.

II.2 Commitment to personal data protection:

Ooredoo, in its capacity as data controller, undertakes to maintain and enhance the security of information, as well as to process and protect the personal data it collects in accordance with the provisions of Law No. 18-07 of June 10, 2018, on the protection of individuals with regard to the processing of personal data, as amended and supplemented by Law No. 25-11 of July 24, 2025.

In the course of its activities, Ooredoo, as data controller, collects and processes personal data relating, in particular, to its customers, suppliers, service providers, partners, and visitors to its website.

II.3 Categories and Types of Personal Data We Collect and Process:

Categories of Data	Types of Data
Personal data	National Identification Number (NIN)/First and Last Name/Date of Birth/Place of Birth/Photos and Videos/Marital Status/Biometric Data (Fingerprint)/ Home address / Email address / Phone number / ID number / Place of issue of ID card / Driver's license / Passport / IP address / Website browsing data / Cookies / Logs / Identification and authentication data for connected spaces, etc.
Professional Data	Position / Employer / Resumé, etc.
Financial Data	Economic and financial information (income, financial situation, tax situation) Bank details (bank account number, IBAN, credit card number, transactions, etc.) Billing or payment details, etc.

II.4 Purposes of processing:

The personal data collected is processed by Ooredoo for the purpose of carrying out operations on your behalf. This data is also processed for one or more of the following purposes:

- Customer knowledge and updating customer data;
- Account management and customer relationship management;
- Management of products/services provided by Ooredoo;

- Risk assessment and management;
- Prevention, investigation, and detection of unpaid bills and fraud;
- Debt collection;
- Recruitment and personnel management;
- Advice/information;
- Securing the supply chain;
- Security of information systems, people, and property;
- Storage and archiving;
- Proper functioning of information systems;
- Legal and regulatory obligations.

II.5 Retention period for personal data:

We retain your personal data for the period strictly necessary for the purposes for which it is collected.

Most of the personal data collected is retained for the duration of the contractual relationship and for a specified number of years after its termination, or in accordance with applicable laws.

II.6 Personal data security:

Ooredoo has been ISO 27001: 2022 certified for information security since 2013 and takes all necessary physical, technical, and organizational measures to ensure the confidentiality, integrity, and availability of personal data, in order to protect it from loss, accidental destruction, alteration, and unauthorized access. In the event of a breach of your personal data, Ooredoo will notify the National Personal Data Protection Authority (ANPDP) within the regulatory timeframe. If this breach poses a high risk to your rights and freedoms, Ooredoo will promptly inform you of the nature of the breach and the measures taken to remedy it.

As part of the company's efforts to maintain data privacy and security, the following measures must be observed:

- Organize regular training and awareness initiatives for all employees to ensure a culture of compliance with internal privacy and security regulations;
- Deploy security controls such as identity authentication, regular assessment and updating of network risks, and rigorous monitoring and detection systems;

- Report data breaches in its annual report;
- Conduct regular cybersecurity stress tests to measure its performance in all areas of cybersecurity;
- Review this policy and the procedures and standards derived from it at least once a year or when major changes occur within the company or its environment, to ensure their relevance, adequacy, and effectiveness;
- Ensure that processed data is only shared with authorized users and systems to prevent misuse of data. Shared data (internally and externally) must not be linked to the personal identity of the company's customers;
- Conduct periodic internal and external audits of its data processing systems.

II.7 Recipients:

Your data may be disclosed, depending on the purposes pursued:

- To Ooredoo's internal structures, as well as its partners, insurers, subcontractors, and service providers;
- In compliance with applicable regulations;
- To certain regulated professions, such as auditors, for the purpose of providing regulatory reports, or lawyers, for the defense of Ooredoo's rights.

The transfer of your personal data from Algeria to another country may occur based on a decision issued by the National Authority, provided that the country to which the data will be transferred ensures an adequate level of protection and that formal authorization for the transfer has been granted by said authority.

In the event of a transfer of your data to a country whose level of data protection has not been recognized as adequate by the National Authority, we will rely on an exemption applicable to the specific situation; however, authorization from the National Authority remains mandatory.

II.8 Rights of the data subject:

1. Right to information:

In accordance with Article 32 of the law, every individual must be informed in a clear, transparent, and understandable manner about how their personal data is collected, used, and processed.

Before any personal data is collected, the data controller, or their representative where applicable, must provide the individual concerned with the following information:

- The identity of the data controller and, where applicable, that of their representative;
- The purposes of the processing;
- Any additional relevant information, including, in particular, the recipients of the data, any obligation to respond and its consequences, your rights, and the possible transfer of your data abroad.

2. Right of access:

In accordance with Article 34 of the law, every individual has the right to access their personal data held by Ooredoo.

Accordingly, any individual may request from Ooredoo:

- Confirmation as to whether or not their personal data is being processed, including the purposes of the processing, the categories of data concerned, and the recipients;
- Access, in an intelligible form, to their personal data being processed, as well as any available information regarding the origin of such data.

3. Right to rectification:

If the data subject considers that the personal data held by Ooredoo concerning them is inaccurate or incomplete, they have the right to request its rectification or updating.

4. Right to Object

The data subject has the right, at any time, to object to the processing of their personal data for reasons relating to their particular situation. In such cases, Ooredoo must cease processing the data, unless there are compelling legitimate grounds that override the interests, rights, and freedoms of the data subject, or where the processing is necessary for the establishment, exercise, or defense of legal claims.

These rights can be exercised by contacting our Personal Data Protection Officer (DPO) via:

- **Email:** PDPSubmission@ooredoo.dz
- **Mail:** 66, rue de Ouled Fayet, Chéraga, Algiers

You may also submit a claim, appeal, or complaint to the ANPDP:

- **Email:** contentieux@anpdp.dz
- **Mail:** 15, rue Yahia Cherif Omar, Hydra, Algiers Province

How to Contact Us

For any questions or concerns regarding this Privacy Policy, please contact us at:

- **Email:** PDPSubmission@ooredoo.dz
- **Mail:** 66, rue de Ouled Fayet Chéraga, Algiers