

## **Privacy Policy for EcoChat**

At ETL, we prioritize your privacy. Our commitment is to safeguard, respect, and uphold the confidentiality of your information. As you engage with EcoChat (EcoChat “service” - on the web platform, mobile application, or WhatsApp Mpoi). It is essential to understand the data we process during these interactions.

For every session that you initiate on EcoChat, ETL processes your personal information so that you may interact with EcoChat. Since we know that as the user of EcoChat you care about your privacy, this is what you should know about how and why we process your information.

### **1. ETL Contact information and address:**

Welcome to Econet Telecom Lesotho EcoChat (EcoChat app, EcoChat on the web and EcoChat on WhatsApp), an AI chatbot that is provided and controlled by ETL. This policy applies to the users of EcoChat and ETL. ETL is a digital service provider, operating in Lesotho for provision of telecommunications and digital services, located at *Corner Kingsway and Palace Roads (P.O. Box 1037), Maseru, Lesotho.*

### **2. About our EcoChat AI services**

EcoChat (the service) is a sophisticated AI chatbot that utilizes machine learning algorithms to analyze and process large volumes of data generating responses to subscriber inquiries. This service can comprehend both spoken and written language, ensuring that the output corresponds accurately to the input provided. Subscribers (users/customers) who are interested in using EcoChat will need to purchase access packages with airtime, which are available as daily, weekly, and monthly subscription options. Subscribers must have an active data bundle/internet to access the service.

### **3. User Provided Information**

From you, we will need this information before you use the App. However, if you withhold your consent, you will not be able to use this service.

- a. Your mobile number (MSISDN) - for us to retrieve your profile and balances so that you can see your balances and purchase access packages (subscriptions).
- b. Seamless integration with subscriber information: with your consent, EcoChat will seamlessly integrate with the SIM registration system to retrieve your subscriber profile name, providing a personalized experience.

### **4. Automatically Processed Information**

ETL collects your personal information and uses it to provide you with relevant and useful experience while you use the service. The information we collect is for -

- a. Balance Overview: Keep track of your core balance and subscription balances. For billing purposes, ETL securely records transactions to a database, providing you with accurate billing and transaction history.

- b. Usage data: We automatically collect information about your interaction with EcoChat, including Internet Protocol (IP) address, browser type, operating system, access times, and pages viewed.
- c. Log Data: ETL gathers information that your browser or device automatically transmits when you use our services. This log data includes your IP address, browser type and settings, the date and time of your request, and details about how you interact with our services.
- d. Device Information: We gather details about the device you use to access our services, including the device name, operating system, device identifiers, and the browser you are using. The information collected may vary based on the type of device and its settings.

### **5. Purpose of data processing**

For us to provide you with this convenience and secure connectivity, our App is integrated with other ETL systems and servers only for this purpose. This includes, and may be for the following reasons:

- a. OTP (One-Time Password) Security: To ensure the highest level of security, ETL uses an OTP verification for secure authentication to help you access your account. This adds an extra layer of protection against unauthorized access.
- b. Transaction History: Review your past activities and usage history across the service platforms, allowing you to plan and manage your subscriptions more effectively.
- c. To analyze and maintain our services such as responding to your questions for EcoChat.
- d. To meet legal requirements and safeguard the rights, privacy, safety, or property of our users, EcoChat, or third parties.

### **6. Data retention and users' rights**

The data we process, both the information you provide and the data we collect automatically, is only handled and retained for the duration of your transaction. This means that the information is processed on a session-by-session basis and is discarded (not stored) once the session ends.

- a. Notwithstanding that, ETL may retain your information where it is necessary for compliance or meet other legal obligations that we are subject to. In those cases, ETL will ensure that user privacy and all that personal information is securely managed and encrypted.
- b. In some cases, data retention is determined by the user's device settings.
- c. As the customer, you have rights over your information, including withdrawal of your consent on the processing of your information, whether it is the User Provided or automatically processed information.

### **7. Protection of users' personal information**

We are determined to provide proper security safeguards for your information; there are in place physical, digital, and procedural measures to protect your information that we process and retain.

As long as your mobile number remains active on this service, ETL assumes that either you or someone with your permission is using it. Therefore, we cannot be held responsible for any claims of misuse of your number. We recommend using a strong password on your device and advise against sharing your OTP with anyone unless you choose to do so.

### **8. Changes to the privacy policy**

We may update this Privacy Policy from time to time. When updates are made, we will publish the revised version along with the effective date on this page, unless a different type of notification is mandated by applicable law.

### **9. 10. How to contact us**

If you have any questions or concerns that are not covered in this Privacy Policy, please contact the ETL call center at WhatsApp +266 66100100 or by calling +266 100/117.