

MTN position on online Freedom of Expression, Privacy and Security (**Digital Human Rights**)

MTN's business is to facilitate communications in the digital age. We recognise that the innovation revolution taking place in the information and communication sector is helping break down social, economic and community barriers, and is a catalyst for positive socio-economic development.

Information technology has developed far more rapidly than any global laws required to support it, and this situation is unlikely to change in the foreseeable future. One of the results of this development has been greater access to personal information and communications by governments or any other group of organisations or individuals, often not accompanied by legal or regulatory due process.

Digital human rights predominantly relate to freedom of expression, access to information, privacy, and security of information.

MTN Group's Freedom of Expression, Privacy and Security (Human Rights) Policy sets out the principles which MTN applies to safeguard the communication privacy and security rights of customers. It does this in a manner that is consistent with internationally recognised standards and legal requirements on freedom of expression, access to information, privacy and security of information, while ensuring that we remain compliant with the terms of our licence conditions and prevailing laws. The Group's policy is informed by the United Nations' Universal Declaration of Human Rights, and also takes into consideration some of the views expressed within the United Nations Protect, Respect and Remedy Framework, and by the GSMA and various industry groups working on this matter.

The following principles underlie MTN's position on human rights:

- We believe in the rights of all people to freely communicate and share information, and to enjoy the right to privacy and security in their use of digital, telephonic and internet-based communications.
- While acting in accordance with prevailing laws and licence conditions, we will use our best endeavours and scope of influence to protect, respect and ensure these rights of all customers using our ICT solutions where laws and licence conditions may not appropriately recognise the rights of our customers.
- We will take reasonable steps to maintain data transmission and storage confidentiality and security.
- We will only gather customer data for legitimate commercial businesses and as permitted by licensing and legal obligations.

The policy is supported by other key documentation relating to the Group's code of ethics, and information security and information provision governance.

