

# Digital human rights

## MTN's approach to Digital Human Rights (Online Freedom of Expression, Privacy and Security)

We believe in the rights of all people using digital communications to freely communicate and share information and opinions, and to enjoy the right to privacy and information security without interference. We endeavour to protect the rights of all people using our services in the respective jurisdictions in which we operate.

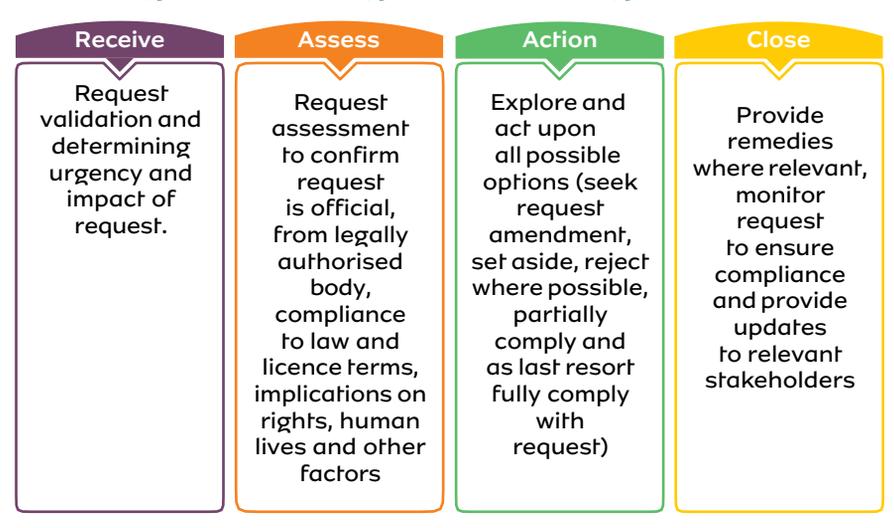
MTN is guided by the following globally-defined standards:

- The Universal Declaration on Human Rights
- The United Nations "Protect, Respect and Remedy" Framework and Guiding Principles
- The Ten Principles of the United Nations Global Compact as a signatory

MTN's response to human rights is underpinned by sound policy, principles and a due diligence approach (see below) to respecting the digital rights of its customers in a manner that is consistent with internationally recognised principles, while ensuring that MTN remains compliant with the terms of its various jurisdictional, license conditions and legal obligations.

We are deeply committed to respecting human rights and remain vigilant of the risk of human rights infringements. We recognise that these risks are a part of doing business in our markets and are not limited to MTN. MTN will attempt to avoid negative human rights impacts by exploring all possible alternatives where it appears these rights may be at risk of being infringed. Where operating conditions render it impossible to meet this commitment fully, MTN will seek opportunities to limit the scope, extent or duration of any negative impacts.

### MTN's digital human rights incident high-level checklist



MTN's due diligence approach is iterative and ongoing due to the complex and rapid evolution of technology and regulation, taking into account the macro, social and political climate.